

Deployment Information Package



**“Building strong military families
for a strong nation!”**

Family Team Building & Community Support

**Key Volunteer Network Branch
Deployment & Readiness Support Programs
Bldg. 1344 760-725-9052**

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UNIT INFORMATION PAGE

Fill in this page at the pre-deployment brief and give it to spouse and family members. Family Members-keep this sheet on your refrigerator or at any other place where you can easily view it.

My spouse's unit is

Commanding Officer

Executive Officer.....

Sergeant Major.....

Chaplain

Official unit address

Unit phone number.....

My spouse's Social Security Number.....

My Key Volunteer is.....

My Key Volunteer's phone number is

My Key Volunteer's email address is

My Family Readiness Officer is

My FRO's phone number is

Unit's HOTLINE number

Unit's Website Address

Ship's CARELINE Number

FOR PAY PROBLEMS, CALL.....

Table of Contents

Introduction	4
Family Check Lists	5
Valuable Documents.....	5
Automobile	7
Home	9
Government Quarters	10
Personal Matters.....	11
Newlyweds.....	12
Family Budget Form	13
Key Volunteer Network	15
Emotional Cycle of Deployment.....	16
Children and Deployment.....	19
Children and Separation	20
Time Conversion Chart	22
Camp Pendleton Agencies.....	23
Marine Corps Family Team Building	23
Information and Referral (I & R) Services.....	26
Military OneSource	26
Family Team Building and Community Support.....	27
Counseling Services Branch (M&FS)	30
Navy-Marine Corps Relief Society.....	30
United Through Reading.....	31
Red Cross.....	32
American Red Cross WIC.....	32
Base Housing	32
Public Affairs Office (PAO)	34
Tri West.....	34
DEERS.....	35
Armed Services Blood Program	36
Legal Planning- General.....	37
Financial Planning	39
Communication Tips	42
Naval Hospital Camp Pendleton	48
Helpful Numbers	55
Web Sites.....	56
Phone Numbers	57
Emergency Data Sheets	58
Family Care Plan for Children.....	61
Camp Pendleton Emergency Responder Special Needs Registration Sheet	63
Emergency Contact Cards.....	64
Children's Emergency Information.....	65
Power of Attorney for Care of Children	66

Introduction

As your Marine/Sailor prepares to deploy, there are many things to take care of BEFORE he/she leaves. We have compiled this booklet to help families better prepare for deployment. In this booklet you will find check lists to look over, base agency information, locations and helpful phone numbers.

Details that goes unnoticed before a deployment may later become serious problems. We hope this booklet will help you avoid these problems during deployment. All that is needed is a little time and effort spent together making plans.

The Marine Corps realizes the importance of communication and support during deployments. The link to the command and family members is the Key Volunteer Network.

KEY VOLUNTEERS are volunteer spouses appointed by the Commanding Officer to support unit families and help resolve problems that may negatively affect unit readiness. Key Volunteers are an important component of your Commands Family Readiness Program. They are a resource link for information and communication. Please keep your Key Volunteers up-to-date on your address and phone number so they can help the command keep you informed.

If you or your spouse have any questions after reading this booklet, please call your Key Volunteer, your Family Readiness Officer, Marine Corps Family Team Building or the agency best suited to answer your questions.

Marine Corps Family Team Building
(MCFTB)
BUILDING 1344
(760) 725-9052

Family Check Lists

Valuable Documents

- ☐ Location of valuable documents
- ☐ Up to date ID card for all family members who need one
- ☐ Current passports (if required for travel or identification)
- ☐ Legal papers/ adoption papers
- ☐ Birth/ adoption and marriage certificates
- ☐ Naturalization or citizenship papers
- ☐ Wills (husbands and wives should each have one)
- ☐ Power of attorney (general or specific)
- ☐ Real estate (deeds, titles, mortgages, leases)
- ☐ Insurance policies (life, household, auto)

Agent: _____ Telephone: _____

- ☐ Deeds, mortgages, lease agreements
- ☐ Social security numbers

His: _____

Hers: _____

Children: _____

- ☐ Military records (copies)
- ☐ Automobile title (or loan papers)
- ☐ Tax returns
- ☐ Divorce decrees
- ☐ Court orders pertaining to support and custody of your legal dependents
- ☐ Bank accounts (make sure spouse has full access to accounts):

Checking: Bank: _____

Account: _____

Telephone: _____

Savings: Bank: _____

Account: _____

Telephone: _____

Family Check Lists, cont.

Credit Card: Type: _____

Account: _____

Telephone: _____ PIN: _____

Credit Card: Type: _____

Account: _____

Telephone: _____ PIN: _____

Credit Card: Type: _____

Account: _____

Telephone: _____ PIN: _____

Automobile

Car 1- Make & model: _____

VIN: _____ State of Registration: _____

Finance Company: _____ Phone Number: _____

Monthly Payment: \$ _____ Due Date: _____

Car 2- Make & model: _____

VIN: _____ State of Registration: _____

Finance Company: _____ Phone Number: _____

Monthly Payment: \$ _____ Due Date: _____

Vehicle Insurance Company: _____

Policy Number: _____ Deductible: \$ _____ Due Date: _____

Name of Agent: _____ Phone Number: _____

- ☐ Does it have a current base sticker?
- ☐ Does it have a current license plate?
- ☐ Has it had a smog check? When is it due again? _____

Where do you take it? _____

☐ Name of mechanic _____ Phone Number: _____

☐ Has the car been serviced lately?

☐ Mileage for next tune-up: _____ Where do you take it? _____

☐ Do you have an extra key? Where is it? _____

☐ What oil does it take? _____ When? _____

☐ If needed, what kind and size of battery? _____

☐ Where is the warranty information for repairs? _____

☐ Do you have a current drivers' license? Drivers' license #: _____

Does your spouse have a current drivers' license? License #: _____

☐ If you do not have a car, who will help you if you need transportation?

Name: _____ Phone Number _____

☐ Do you know how to check the tire pressure, add air and change a tire?

☐ If you have to replace a tire, what size should you purchase? _____

Type: _____ Reasonable Price: \$ _____

Automobile, cont.

Condition of:

- ☐ Radiator and heater hoses
- ☐ Engine vacuum lines
- ☐ Fuel lines
- ☐ Brake linings, discs and pads
- ☐ Engine drive belts, fan alternator
- ☐ Air filter
- ☐ Battery
- ☐ Battery cables
- ☐ Shock absorbers
- ☐ Tires, including the spare

Fluid level of:

- ☐ Master break cylinder
- ☐ Windshield washer
- ☐ Transmission
- ☐ Power steering pump reservoir
- ☐ Air pressure in tires, including spares
- ☐ Oil filters
- ☐ Brake lines
- ☐ Engine oil
- ☐ Any lubricants

BUCKLE UP FOR SAFETY!

If you are involved in an accident:

1. Call a law officer.
2. Do not admit responsibility- only speak to the police. You can give your name, address, and license number to other drivers.
3. Do not reveal the extent of your insurance coverage to anyone.
4. Take notes on details of the accident. Get names and addresses of all injured persons, occupants of all cars, and other witnesses.
5. Report the accident to your insurance company immediately.

Home

Address of Property: _____

Property Mgr/ Landlord: _____

Phone Number: _____

Property Mortgaged? ☐ Yes ☐ No

Mortgage Holder: _____

Monthly Payment: \$ _____ Due Date: _____

☐ Is the house or apartment in good repair?

☐ Do the following appliances work properly? ☐ Stove ☐ Refrigerator ☐ Freezer
☐ Dishwasher ☐ Washer ☐ Dryer ☐ TV ☐ Air Conditioner ☐ Lawn Mower

☐ Is the furnace cleaned and working properly? Clean filters?

☐ Is the hot water heater working properly? Is it operating at an energy saving temperature?

☐ Has the home been given a security check?

☐ Do all window locks work?

☐ Do the smoke alarms function and do you know how to test them?

☐ Do you know where the fuse box or circuit breaker is located and do you have extra fuses if necessary?

Where? _____

☐ Do you know where the water and gas shut off points are located?

Where? _____

☐ Are the switches labeled?

☐ Do you have a phone number for emergency maintenance? _____

☐ Do you have telephone numbers for: (to be kept near phone)

Power and Electric Company: _____

Appliance Repairman: _____

Police: _____

Fire Department: _____

Nearest Medical Facility: _____

Poison Control: _____

Government Quarters

The Soldiers and Sailors Relief Act provides a service member who receives permanent change of station orders or who is deployed to a new location for 90 days or more the right to terminate a housing lease.

- ☐ Have you completed the Housing Application? Ensure that the housing office has your current phone number and emergency number.
- ☐ Complete Spousal Acceptance Authorization so your spouse may accept quarters while sponsor is deployed.
- ☐ Provide the Housing Office with a copy of your lease to ensure quarters will not be offered until lease is about to end.
- ☐ If you are already in base housing, you must complete Sponsor's Agreement at your Project Office.
- ☐ If a family plans to be away from quarters you must complete a request at your Project Office. Approved absences are usually no longer than 30 days; extensions involving special circumstances are considered on a case-by-case basis.
- ☐ Register guests at Project Office; they may be approved on a 30-day basis up to 90 days. Special circumstances are considered on a case-by-case basis.
- ☐ If you experience over payment of BAH after acceptance of Government Quarters, do not spend it; it will be needed when disbursing records catch up with your pay and the over-payment is taken back (all at once).
- ☐ If presently on the waiting list for assignment of quarters, but want to wait until sponsor returns, ask housing to put you "on hold"; you will keep moving up on the list. Quarters will be held for you and you will be given quarters upon sponsor's return.

Personal Matters

- ☐ Are all dependents enrolled in DEERS?
- ☐ Do you have an adequate dependent's allotment for your spouse?
- ☐ Do you have a back-up plan if the allotment is late?

What is it? _____

- ☐ If you are pregnant, do you know who to contact and where to go in case of an emergency.

Who? _____

- ☐ If you are pregnant, have you made arrangements to have your other children cared for when you deliver?

What are they? _____

- ☐ Have you made arrangements for the care of your children in the event that something should happen to you? Call Legal Assistance and ask about an "In Loco Parentis" (a form used as a Power of Attorney where your children are concerned).

What are they? _____

- ☐ Do you know whom to call and where to go for medical emergencies?

Who & where? _____

- ☐ Do you know what to do in case of an emergency and spouse needs to come home? (Contact your Command Rep (FRO) and the American Red Cross).

- ☐ Do you know where to go for legal assistance?

Where? _____

- ☐ Do you know where to go in the event of a financial emergency?

Where? _____

- ☐ **Has your sponsor signed a loan Preauthorization Form at the Navy/Marine Corps Relief Society?**

- ☐ Do you have the emergency telephone number of the military activity nearest you? (They are in your civilian telephone book).

What is it? _____

- ☐ Do you know how to use TRIWEST while you are traveling?

How? _____

- ☐ If you don't have a car, have you asked people who will be willing to assist you?

Who? _____

- ☐ If you have a cell phone do you have authorization to change or modify your service?

Newlyweds

The military member of the family should do the following things to correct his/her records immediately:

- ☐ Go to the Personnel Office with all official documents and change your official records to show that you are married, listing your spouse as "Next of Kin" on your record of Emergency Data (RED).
- ☐ Check the Personnel Office to have your wife listed as beneficiary for Government and Civilian Insurance Policies (optional).
- ☐ Apply for a Dependent's Identification and privilege Card. (Form DD 1172) and enroll spouse in DEERS at your Personnel Office.
- ☐ Go the Personnel Office and apply for BAH, COMRATS and start an adequate dependent's allotment for your spouse (optional).
- ☐ Check at the dispensary to have your spouse listed as Next of Kin in the event of casualty. Be sure that your health record indicates your blood type, whether you are Catholic, Protestant, Jewish, etc.
- ☐ **Have your spouse attend a L.I.N.K.S. class and Relocation Welcome Aboard Brief.**
- ☐ Make sure all bank accounts are joint. Most banks will not accept a General Power of attorney.
- ☐ Does your unit's Key Volunteer Coordinator have your new Spouse's information?

Family Budget Form

Payment for:	Pay to:	Amount 1st Payday	Amount 2nd Payday
Housing	_____	\$ _____	\$ _____
Food	_____	\$ _____	\$ _____
Electric.....	_____	\$ _____	\$ _____
Water.....	_____	\$ _____	\$ _____
Clothing	_____	\$ _____	\$ _____
Gasoline	_____	\$ _____	\$ _____
Telephone	_____	\$ _____	\$ _____
Cell Phone.....	_____	\$ _____	\$ _____
Household	_____	\$ _____	\$ _____
Supplies.....	_____	\$ _____	\$ _____
School Supplies	_____	\$ _____	\$ _____
School Lunches.....	_____	\$ _____	\$ _____
Car Loan 1	_____	\$ _____	\$ _____
Car Loan 2	_____	\$ _____	\$ _____
Other Loans	_____	\$ _____	\$ _____
	_____	\$ _____	\$ _____
	_____	\$ _____	\$ _____
Entertainment.....	_____	\$ _____	\$ _____
Credit Cards	_____	\$ _____	\$ _____
	_____	\$ _____	\$ _____
	_____	\$ _____	\$ _____
Postage/ Mail	_____	\$ _____	\$ _____
Insurance			
Life.....	_____	\$ _____	\$ _____
Homeowners	_____	\$ _____	\$ _____
Vehicle.....	_____	\$ _____	\$ _____
Other Expenses- Specify			
_____		\$ _____	\$ _____
_____		\$ _____	\$ _____
_____		\$ _____	\$ _____
Total Expenses not Paid by Allotment.....		\$ _____	\$ _____

Family Budget Form, cont.

Allotments- Specify

_____	\$ _____	\$ _____
_____	\$ _____	\$ _____
_____	\$ _____	\$ _____
_____	\$ _____	\$ _____
_____	\$ _____	\$ _____
Total Expenses Paid by Allotment.....	\$ _____	+ \$ _____
		= \$ _____
Total Expenses not Paid by Allotment (previous page)	\$ _____	+ \$ _____
		= \$ _____
Total Monthly Expenses (add shaded totals)		\$ _____

Monthly Income

Service Member's Base Monthly Pay	\$ _____
Basic Allowance for Subsistence (BAS)	\$ _____
Basic Allowance for Housing (BAH)	\$ _____
Clothing Allowance (if applicable)	\$ _____
Family Separation Allowance (FSA)	\$ _____
Other Allowances	\$ _____
Total Monthly Pay/ Allowances	\$ _____
Total Monthly Deductions (Allotments, etc.)	\$ _____
Net Monthly Pay	\$ _____
Spouse's Monthly Pay.....	\$ _____
Other Income	\$ _____
Total Monthly Family Income (add above amounts)	\$ _____
Total Monthly Expenses (non-allotment)	\$ _____
Remaining Net Monthly Family Income (subtract expenses from income)	\$ _____

Key Volunteer Network

Command Sanctioned Communication and Support for Marine Corps Families

HISTORY. The Marines have always been a "Force in Readiness". Military families have watched as Marines were sent to assist in resolving the world problems, often with little advanced notice. For that reason, most Fleet Marine Force units had informal family support networks, to help minimize problems. Such programs, called Key Wives, FACT Teams, Ombudsmen and Contact Wives were refined and adapted by each commander.

Within the last 15 years, more direct support evolved within installations, as increasingly frequent deployments and less turn around time between family separation becomes the norm. The increase in number of married Marines and the impact of family problems on the unit's readiness were factors that contributed to the development of more structured family support networks.

Following the Gulf Crisis, in September 1991, the Marine Corps sanctioned and standardized the efforts of the many volunteers who continued to provide command directed family information and referral support by issuing MCO 1754.2. The order required commanders to establish a system of volunteers who would provide family support, and provide guidance to assist commanders at the battalion/squadron level in implementing the program consistently throughout the corps. The revised MCO 1754.2A was signed in March 1994, refining the legal basis and clarifying minimum command support guidance. MCO 1754.6 replaced all previous orders and provides current guidance.

Key Volunteers are an official Marine Corps activity. Volunteers serve as command representatives to establish and maintain contact with all unit families so that communication up and down the chain is established whenever Marines or their families need information or support. Each command adapts the program to meet the needs of the unit's families.

PROGRAM OVERVIEW. Key Volunteers provide a family communication, referral and support network. Appointed and directed by the commander at the battalion/squadron level, the volunteers provide outreach, command information, and problem solving assistance to the unit's families. By keeping families better informed, establishing a sense of community, and offering resource options in times of need, the volunteers enable the unit to achieve a higher state of unit readiness.

Initially developed as a deployment program in many commands, Key Volunteer Networks now function as a standing program in all units, regardless of deployment status. The communication network allows the rapid dissemination of information to families, and provides them with access to command attention when needed. Typical communication methods are phone trees, newsletters, official web sites, command hotlines, and unit sponsored family events, such as pre-deployment and reunion briefs, family days, and videotaping sessions during separations.

The commander provides direction and support of the network. A coordinator is selected to serve as the liaison between the commander and Key Volunteers, who in return provide a "personal link" to the families. Whether or not families feel the need for personal support, their names are included on rosters given to volunteers so the commander can reach all families when circumstances require rapid dissemination of information. Even if you are familiar with a Key Volunteer Network at another installation, it will be important for you to understand the specific intent of each unit's program. Program assistance varies based on command needs and volunteer assets.

VOLUNTEER SELECTION. A commander selects his/her coordinator and volunteers from among spouses of the active duty sponsors unit. Recruiting methods vary. Volunteers are appointed in writing and sign a Volunteer Agreement Form regarding the terms, expectations and conditions of the position. The signing of the agreement protects volunteers from litigation and provides workmen's compensation benefits if they are needed while they are performing the duties as requested by the command.

PRIVACY AND CONFIDENTIALITY ISSUES. As command representatives, Key Volunteers are subject to the Privacy Act of 1974, limiting access to personal information contained in rosters and records kept

by the command. Only those with a "need to know" can access files. All contacts between Key Volunteers and family members are kept in confidence. There is an exception to this privacy based on a list of mandatory reporting which includes: Circumstances embarrassing to unit, the expectation of media coverage, a serious crime, child abuse or neglect, spouse abuse, drug abuse, potentially dangerous situations, and any situation that the CO should be aware of.

Key Volunteer Coordinators are asked to establish, with the commander, how such reports will be made and have the responsibility to teach that specific direction to their volunteers.

THE NETWORK SUPPORT. Camp Pendleton's Marine Corps Family Team Building provides consultation and training for all those involved in the Family Readiness Program and Key Volunteer Network. The Key Volunteer Network Trainer provides training and support for Family Readiness Officers, Key Volunteers and Key Volunteer Coordinators.

HOW TO ACCESS YOUR COMMAND'S KEY VOLUNTEERS. To find out more about the Key Volunteer Network in your command, contact your unit's Family Readiness Officer, or the Chaplain. For more information call the MCFTB staff at (760) 725-6637 / 9052, or DSN 365-9052. Or, visit us at www.mccscp.com

Emotional Cycle of Deployment

This model attempts to describe changes in spouse's behavior and emotions during deployments of 3 months or more. It can be used for working with children also. This model may fit most spouses- but each person is unique.

Feelings exist- they are not good or bad, therefore, ways of coping can and will vary with each person.

Getting ready for deployment starts long before the spouse actually leaves. Many people (husbands and wives) tend to:

- a) Ignore/deny that the deployment will actually happen.
- b) Fantasize that the ship will sink before the Marines and Sailors get on it, or that something will happen so their spouse does not have to leave.
- c) Try to avoid the recognition of the reality of departure -- that a small event, a date or a commonplace happening will trigger an emotional and/or cognition of the fact that the departure is eminent and real.

Thus the cycle begins:

STAGE ONE- ANTICIPATION OF DEPARTURE- from 1-6 weeks prior to leaving, people may experience:

- 1) Difficulty accepting the reality of leaving or separating.
- 2) Crying unexpectedly at "silly" things- allow this to happen as it is essential to release the varying emotions.
- 3) Feel an increase of tension. Arguments may occur.
- 4) A cramming in of activities/projects- fixing up the house, lawn mower, washing machine etc.
- 5) Experiencing feelings of anger, frustration and emotional distance between a couple.
- 6) Some couples deny the separations likely occurrence by putting off the chores, discussions etc., not facing the inevitable, procrastinating on projects.
- 7) Difficulty in intimacy and sexual relations. It is hard to feel warm and loving- when feeling angry at each other. Some say "It's easier just to let him go," or an increase in activities such as, hanging on, or fearing the loss of lover/support person, may occur.
- 8) Symptoms of restlessness, irritability, anxiety, feeling an inability to cope and concern about the changes in the home environment that will occur.
- 9) A sense of panic even though good plans have been made and most of the chores done.

STAGE TWO- DETACHMENT AND WITHDRAWAL- last week before departure- a difficult stage- some people may experience:

- 1) A sense of despair.
- 2) Feeling the marriage is out of control, feeling a desire to separate, to run away to lessen the pain.
- 3) A lack of energy, feelings of fatigue, depression.
- 4) Difficulty in making decisions or keeping self together.
- 5) Ambiguous towards one's partner or sex. It is difficult to be physically intimate when trying to separate emotionally. This should be viewed as a reaction to deployment rather than rejection of each other.
- 6) A stopping of sharing of thoughts and feelings.

Remember these feelings and events are normal- your marriage is not generally breaking up or going down the tubes. Though you are both together in the same house, you are mentally and emotionally preparing for the separation. This is a necessary adjustment to reality.

Sometimes wives think- "If you have to go, go" and the husband thinks- "Lets get on with it so we can get it over with." Or vice versa depending on which spouse is leaving. Everyone will survive this stage!

STAGE THREE- EMOTIONAL DISORGANIZATION- begins at the start of separation and can last up to six weeks into deployment. Partners often experience:

- 1) Shock when the deployment finally arrives; a feeling that preparation has not been adequate.
- 2) An initial sense of relief that the pain of saying good-bye is finally over, may be followed by feelings of guilty and emotional turmoil- "If I love him, why am I relieved he's gone?"
- 3) Feeling numb, aimless and without purpose as old routines have been disrupted and new ones have not been established.
- 4) Depression and the desire to withdraw from the world, family and friends, especially if friends' husbands are home.
- 5) Feeling of being overwhelmed by responsibility and trying to be everything and do it all.
- 6) Sleep disruption- due to loss of security and the support person; tendency to sleep too much (to escape) or too little. Eating disorders may also come to light, or become worse.
- 7) Feeling anger at the husband for not doing everything that needed to be done around the home for safety/security reasons.
- 8) Feeling anger at the Marine Corps/Navy for taking spouse away when you needed him/her the most.
- 9) Feeling restless, confused disorganized, indecisive and irritable at everyone, especially the children.
- 10) Feeling guilty for things that did not (or did) happen before separation.

Getting "stuck" at this stage can create an unwillingness to move on emotionally and can be detrimental to healthy adjustment

STAGE FOUR- RECOVERY AND STABILIZATION- variable between weeks 3-5- for most people, begins after several weeks and lasts until about a month before return. Most people begin to:

- 1) Realize at some point, usually by midway in the deployment, that "Hey, I'm doing OK."
- 2) Establish a new family pattern that works for them.
- 3) Feel more comfortable with their situation, self, and the reorganization of roles and responsibilities.
- 4) Complete successful experience, which add to self-confidence and feeling of being able to cope.
- 5) Reach out for support through friends, church, work, wives groups, etc.
- 6) Eat "cruise food" to save time/energy and to choose priorities- let some things go to have more time.
- 7) Have higher long distance telephone bills- but must learn to keep within their budget.
- 8) Go through the "my" syndrome my house, car, kids, etc.
- 9) Appear more mature and independent as "single" wives- you have developed new activities, accepted more responsibilities to fill the void- while secure in being married.
- 10) Experience more sickness, initially, as increased responsibilities are more stressful until healthy coping skills are practiced.

- 11) Feel vulnerable due to isolation from the husband and even her family. Wives may feel uncertain of their abilities and may experience self-doubt.
- 12) Feel asexual- no longer in need of sex or affection- or feel strangled due to suppressed needs and desires. Some women see themselves as unattractive and stop caring for themselves.
- 13) Minor crisis can put person back into the disorganization stage.

STAGE FIVE- ANTICIPATION OF RETURNING- about 4 to 6 weeks, prior to spouse coming home- people begin to feel a sense of anticipation "He's coming home and I'm not ready"!

- 1) Compile a long list of things still left to do and begin to pick up the pace to get things done.
- 2) Experience feelings of joy, excitement in anticipation of the spouse's return and being together again.
- 3) Experience feelings of fear and apprehension. "Does he still love me?" "Will he have changed?" "Will he like what I have done?"
- 4) Clean house of activities acquired to fill the void now to make room for the man again. Some resentment may be felt at having to give up some of the things and having to change again.
- 5) Experience process of evaluating- "I want him back but what am I going to give up?"
- 6) Feel tense, nervous and apprehensive- burying fears/concerns in busy work and activities.
- 7) Experience a sense of restlessness again but it is generally productive. Some spouses may feel confused due to the conflicting emotions they are having.
- 8) Put off important decisions until the husband's home again.
- 9) Experience changes in eating and sleeping patterns developed while the spouse was gone.
- 10) Children also go through a range of emotions and react to the temperament of the parent.

STAGE SIX- RETURN ADJUSTMENT AND RENEGOTIATION- first 6 weeks home- the return to home and family stage. The husband and wife are back together physically but are not emotionally adjusted to being together. They still may feel distance and have trouble sharing decisions or talking to each other. Be patient, this stage will take time to complete.

The husband and wife:

- 1) Need to refocus on the marriage- share experiences, feelings and needs and avoid forcing issues on each other.
- 2) Must stop being "single" married spouse and start being married again.
- 3) May feel a loss of freedom and independence- feel disorganized and out of control as "deployment" routines are disrupted.
- 4) Need to renegotiate roles and responsibilities. Husbands often feel isolated, unwanted, unneeded, which can cause arguments and hurt feelings for both partners.
- 5) Need to be aware that too much togetherness can cause friction due to having been apart so many week/months.
- 6) Need to begin to share the decision-making that should be "their" decisions.
- 7) Need to increase their time to talk together and with the children. They may want to plan special activities of short duration as a couple and as a family.
- 8) Will need to progress slowly with desired sexual relations, which may fall short of expectations. This can be frightening and produce intense emotions. Wives may feel like husband is a stranger and be hesitant at first about intimate relations.
- 9) Need to allow sufficient time to court each other before true intimacy can occur.
- 10) May find questioning threatening and see their partner as being judgmental not just curious.
- 11) May miss the friends that helped them through the separation or who served with them during the deployment.

STAGE SEVEN- REINTEGRATION AND STABILIZATION- sometimes within 6-12 weeks after the homecoming, wives have stopped referring to "my" car, house, kids, and returns to using "we" or "our" and husbands feel more at home, needed, accepted, and valued.

- 1) New routines have been established and adjusted to by the family.
- 2) Both partners are feeling more secure, relaxed and comfortable with each other.

- 3) The couple and family are back on track emotionally and can enjoy warmth and closeness with each other and their children.

There can be numerous variations to the cycle. Short deployments can be very disruptive and there is not enough time to get used to the spouse being gone or home. Trying to say "Hello" and "Good-bye" at the same time is especially difficult. Unexpected changes can also be very difficult to deal with for all concerned.

Children and Deployment

Children need help dealing with deployment.

A deployment can be emotionally challenging for children. Although their reactions will vary with their personalities, ages and coping skills, changes of the magnitude of a deployment will almost always be puzzling to children. Parents wonder how the separation will affect their children specifically and what roles they will play as parents to assist their children through this time. (Will we lose touch with one another? Will the children remember the deployed parent? How will I, the stay home parent, handle the added responsibility? How can I still be a good parent while I'm gone?) On the positive side, independence and self-confidence grow for all; the parent/child relationship at home is strengthened; and, the deployed parent can share their adventure with the family via cards, letters and other avenues of communication.

Before deployment:

- a. Make sure children know they are loved unconditionally. Often young children see themselves as the cause of separation. They may feel their parent is going away because they have been bad, or because their parent doesn't love them anymore. Make sure children know this isn't the case. Spend time with each child individually before leaving.
- b. Be truthful- children can sense when they are being lied to. Often, what they imagine is much worse than reality. It helps to talk openly and honestly about the deployment and separation. Knowing about the deployment in advance helps in adjusting to the idea.
- c. Let children know it's OK to talk about feelings, even negative ones. Very young children may become confused and fearful that the non-deploying parent will desert them as well. Encourage conversation by making open-ended statements ("You must be feeling really scared and sad right now..."). This will help them open up to you.
- d. Tell children when you are leaving and how long you will be gone. Show them a date when you will be returning on the calendar they will be using while you are gone. Encourage them to ask questions.
- e. Ensure that each child is left with a picture of the deploying parent and him/herself. Let the child or children know that the deploying parent is taking a picture or pictures of the family with them on the deployment.
- f. Visit your child's school before deployment and talk to the teacher(s). Stay involved by leaving stamped, addressed envelopes and a request for periodic communication regarding your child's progress as well as PTA/PEA/PTO and school newsletters.
- g. Post your address on the refrigerator and ask the children to write to you. Encourage each child to send his/her own letters, pictures, schoolwork, etc. The deployed parent should communicate with the children individually with stationary, stickers, and colorful postcards that are age appropriate. Cassette tapes can be used to send children messages or read them a story. As the deployed parent, don't forget to acknowledge birthdays and other special occasions with cards, letters or small gifts.

During deployment:

- a. Maintain routines; regular mealtimes and bedtimes can help children feel more secure. Try to keep the same family rules and routines that were used before separation. Don't forget to schedule some of the same activities the family enjoyed when Dad/Mom was home. Children may be uncomfortable feeling that everything is "on hold" until the deployed parent returns.

- b. The parent remaining should discipline consistently. Don't let separation mean a free rein. Do not threaten your child with "wait until your father/mother gets home!" It's hard to look forward to the return of someone expected to punish you.
- c. Let children know they are making a valuable contribution by asking which chores they would like to do. Assign specific chores to be completed at a specific time of day.
- d. Many families find it helpful to mark the days off a calendar in a daily ritual. Try to find some visual way to let children count the days until their parent comes home. Talk about the deployed parent in daily conversation and think of ways to keep the connection with him/her. Let children know it's okay to be sad, teach them how to recover and move on.
- e. Post a large world map and help the children track where Dad/Mom's travels take them. The children can also do special jobs such as tracking a favorite sports team or television show and reporting in their letters.

Return and Reunion:

- a. Parents returning to children need to remember it's hard for children to get used to having you back home. Your children's reactions at homecoming may not be what you expected or hoped for. Very young children may not remember you and even older children need time to get reacquainted with you.
- b. Be patient- let your children know how much you love them. Spend time with them doing activities they like. It's a good idea to spend time individually with each child.
- c. The parent who has been with the child during the deployment needs to be prepared to reinforce the adjustment period. It's important for the returning parent to have time alone with the children to facilitate the adjustment.
- d. The returning parent should remember not to disturb a family set-up that has been working well without him/her. Give the whole family time to readjust to having you home.
- e. If there is a new baby at home that has arrived since the beginning of the deployment, the returning parent should introduce himself slowly into the "new baby" routine.

Children and Separation

Separation from a parent is stressful for a child and there will be reactions from them to that stress. Those reactions will differ among children. The following are some examples of what you might expect:

Infants (Birth – 12 Months)

Changes in eating and sleeping patterns
May want to be held more
May seem fussier than usual

Toddlers (Ages 1-3 Years)

Show regression in walking or potty training
Cry for no apparent reason
Whine and cling to you

Pre-School/Kindergarten Age

Clinging to people or favorite toy/blanket
Unexplained crying or tearfulness
Increased acts of anger or frustration
Sleep difficulties, nightmares, frequent waking
Worry about the safety of everyone
Eating difficulties
Fear of new people or situations

School Age

Change in school performance

Increase in complaints of headaches or other illnesses when nothing seems physically wrong
More irritable or crabby
Fascinated with the military and news about it
Worry about family and finances

Adolescents

Any of the above signs
Acting out behaviors such as getting into trouble at school, at home or with the law
Low self-esteem and self-criticism
Misdirected anger
Loss of interest in usual hobbies or activities

Children who have a good relationship with parents usually cope well with separation. They have an understanding of the parent's job and why deployment is an important part of it. There needs to be an available adult who is willing to listen to them and talk honestly about their concerns. These children have a strong sense of self-confidence and self-worth.

Frequent and dependable communication between the deployed parent and the family plays a role in a child's security and ability to cope with separation. All children are different and adjust differently to deployment. It is important that parents normalize these reactions to separation and stress. If the stress related behavior endures longer than a month, further investigation may be necessary. Suggested avenues are talking to other parents, talking to teachers or the school counselor, attending a parenting class or seeking professional counseling. Your local MCCS and chaplain can provide further information and referrals if needed.

Time Conversion Chart

PST	MST	CST	EST	CMT	Iraq	Japan	Korea	Germ	Haw	Thai	Viet
0800	0900	1000	1100	1200	1900	0100	0100	1700	0600	2300	2400
0900	1000	1100	1200	1300	2000	0200	0200	1800	0700	2400	0100
1000	1100	1200	1300	1400	2100	0300	0300	1900	0800	0100	0200
1100	1200	1300	1400	1500	2200	0400	0400	2000	0900	0200	0300
1200	1300	1400	1500	1600	2300	0500	0500	2100	1000	0300	0400
1300	1400	1500	1600	1700	2400	0600	0600	2200	1100	0400	0500
1400	1500	1600	1700	1800	0100	0700	0700	2300	1200	0500	0600
1500	1600	1700	1800	1900	0200	0800	0800	2400	1300	0600	0700
1600	1700	1800	1900	2000	0300	0900	0900	0100	1400	0700	0800
1700	1800	1900	2000	2100	0400	1000	1000	0200	1500	0800	0900
1800	1900	2000	2100	2200	0500	1100	1100	0300	1600	0900	1000
1900	2000	2100	2200	2300	0600	1200	1200	0400	1700	1000	1100
2000	2100	2200	2300	2400	0700	1300	1300	0500	1800	1100	1200
2100	2200	2300	2400	0100	0800	1400	1400	0600	1900	1200	1300
2200	2300	2400	0100	0200	0900	1500	1500	0700	2000	1300	1400
2300	2400	0100	0200	0300	1000	1600	1600	0800	2100	1400	1500
2400	0100	0200	0300	0400	1100	1700	1700	0900	2200	1500	1600
0100	0200	0300	0400	0500	1200	1800	1800	1000	2300	1600	1700
0200	0300	0400	0500	0600	1300	1900	1900	1100	2400	1700	1800
0300	0400	0500	0600	0700	1400	2000	2000	1200	0100	1800	1900
0400	0500	0600	0700	0800	1500	2100	2100	1300	0200	1900	2000
0500	0600	0700	0800	0900	1600	2200	2200	1400	0300	2000	2100
0600	0700	0800	0900	1000	1700	2300	2300	1500	0400	2100	2200
0700	0800	0900	1000	1100	1800	2400	2400	1600	0500	2200	2300

PST Pacific Standard Time
 MST Mountain Standard Time
 CST Central Standard Time
 EST Eastern Standard Time
 CMT Central Mountain Time

For example, if it is 0800 PST, it is 1900 in Iraq, or 0100 in Japan.

Camp Pendleton Agencies

Marine Corps Family Team Building

Bldg. 1344

General Information: (760) 725-2335, or DSN 365-9052

MISSION: Building strong Marine families for a strong Nation.

L.I.N.K.S.

(Lifestyles, Insights, Networking, Knowledge, Skills) Becoming part of the Marine Corps Family can be difficult when there is no one to show you the ropes. This class provides a positive environment for spouses to learn to manage the demands of Marine Corps Life and to work together as a team in balancing family needs as well as meeting Marine Corps expectations. These two-morning or one-full day classes are open to all spouses of Marines and other service member spouses serving with Marines.

During a L.I.N.K.S. session we will explore and discuss:

- Lifestyle differences encountered by military families
- Insights and "lessons learned" by peers that can help families adjust
- Networking benefits that form strong personal support systems
- Knowledge to assist in accessing military benefits and resources
- Skills needed to plan for the challenges of military life. For more information about L.I.N.K.S., call (760) 725-2335.

L.I.N.K.S. Online is now available on the TECOM server. Those with access are Active Duty, Reserve, Family Members and Civilian Employees who have a valid military ID card.

We have had a few issues with connectivity; so if you are unable to LOGON to this site, please see the help desk page listed on the web site.

- 1) Go to www.marinenet.usmc.mil
- 2) Click MarineNet Logon
- 3) Login to Access Courses- must use your Social Security Number as log in and Date of Birth for password
- 4) Go to Course Catalog
- 5) Click on Marine Corps Training Courses
- 6) Click on L.I.N.K.S.
- 7) Enroll in the Course
- 8) Launch the Course

Key Volunteer Network (KVN)

The MCFTB Key Volunteer Network offers services to assist commands in developing effective readiness programs and helping unit families become self-sufficient.

Key Volunteer Basic Training: Key Volunteer Basic Training prepares Key Volunteers in the skills and information they need to build strong unit communities and assist families in becoming self-sufficient.

Key Volunteer Coordinator Training: Key Volunteer Coordinator Training prepares Key Volunteers to take a leadership role within their unit's Network.

Family Readiness Officer (FRO) Training: Teaches the duties and connection between the Key Volunteer Network and the Commanding Officer. Training is designed to increase the knowledge of the FRO on matters pertaining to information, organizations and services available to support the commander, service members and their families. The FRO is identified as the command expert on all family readiness matters. For more information, call (760) 725-6637 / 9052, DSN 365-9052.

Deployment & Readiness Support (DRS)

Through Pre-deployment and Reunion Briefs families are supplied with all the information they will need to make the deployment and reunion successful. These briefs are scheduled by the command and, to ensure family deployment readiness, it is highly recommended that all families attend. They may be held in our facility or the facility of your choice. For more information, call Deployment & Readiness support staff at (760) 763-1337/ 9052, DSN 361-1337.

Spouses Leadership Seminar (SLS)

The Spouses' Learning Series is a three-tiered program providing Marine Corps spouses the opportunity to further their personal and professional growth. With the combination workshops and online educational courseware provides skills and educational development in the following areas: Relationship Building, Personal and Professional Empowerment, Goal Setting, Self-care, Stress Reduction and Life/Work Balance.

The Workshop

"Follow Your Dreams While You Follow The Military"

This six-hour workshop is designed to provide spouses with the opportunity to focus on them, reinvigorate their energies and dreams, reduce stress and be able to become more adaptive to their ever-changing military environment. This workshop is held annually and notification of date will be sent through your command or the Scout Newspaper

Online Educational Skills Building

The online Business Management and Leadership Skills training are professional, self-paced courseware designed to provide spouses with short, effective online learning opportunities to expand their base of knowledge in their personal and professional lives. The various course topics can be accessed through Marine Net: <https://www.marinenet.usmc.mil> Create a new user account or logon, Click on Course Catalog, Click on Family Readiness, select Spouses' Learning Series Personal or Professional

Relationship Building Workshops

These four hour interactive, educational workshops provide participants with interpersonal skills to improve their communication skills and team building as well as providing basic customer service strategies.

Participants are chosen from nominations submitted by the directors and coordinators of various military community volunteer organizations such as Key Volunteers, L.I.N.K.S., American Red Cross, Navy Marine Corps Relief Society, Armed Forces YMCA, Parent Teachers Associations, Enlisted Wives' Club, Officers' Wives' Club and many others. For more information call (760) 725-9052/5702.

CREDO

The Chaplain's Religious Enrichment Development Operation (CREDO) is a premier, preventive, transformational program sponsored by the Commandant of the Marine Corps (CMC) through the Navy Chief of Chaplains. CREDO Marine Corps West, Spiritual Fitness Centers, which includes CREDO sites at Camp Pendleton and MCAGCC Twenty-nine Palms, is a region program, under Commander Marine Forces Pacific (COMARFORPAC). CREDO MCW SFC also provides support for Marines, Sailors, DOD civilians, retirees and their family members at Barstow, Bridgeport, Fallon, Miramar, San Diego, Yuma, & all Marine Corps activities west of the Mississippi.

CREDO builds supportive relationships. In a caring community, participants learn how to relate to themselves, others, and God. They discover meaning and satisfaction.

CREDO develops a greater appreciation of others. By exploring one another's feelings of loneliness and alienation, participants come to an awakening of the spiritual dimension in life: they discover the value of self and others.

Who is eligible?

- Sea Service members (with NO COST TAD Orders from their Command).
- Family members of Sea Service personnel.
- Reservists / Retired military
- Civil Service employee's onboard military installations.

What is the cost?

CREDO retreats are provided at no cost to participants, to include meals and lodging.

Personal Growth Retreat (PGR)

The cornerstone of CREDO is the Personal Growth Retreat (PGR). The PGR is a 48-hour retreat that utilizes small and large groups to build trust in a community setting. The community sets into motion the conditions and personal attributes that promote well-being in people. From well-being they are able to:

- Gain new insights into their relationship with God, themselves, and other people.
- Stop blaming others and take responsibility for their lives.
- Become willing to change and grow.
- Respect themselves and others.
- Become functional.

Marriage Enrichment Retreat (MER)

In CREDO's continuing efforts to enrich lives, we offer a 48-hour Marriage Enrichment Retreat, located at scenic retreat sites. Nestled in the beautiful California hills, these retreats offer couples the opportunity to relax and stroll among firs, redwoods, pines, etc. This is an ideal setting for a romantic get-away.

Marriage Enrichment makes good marriages better, happier, and more satisfying than they are already. Rather than adding new components to the relationship, Marriage Enrichment draws out hidden potentials that a husband and wife possess, but which they have never developed. Couples gain from Marriage Enrichment a new understanding and insight into themselves, their spouses, and their relationships. They also gain new skills and tools for clear and positive communicating. Through enrichment events, couples gain motivation and encouragement for bettering their marriage relationship.

Spiritual Growth Retreat (SGR)

The SGR is a 48-hour retreat. It's designed to assist participants in the pursuit of a more mature relationship with God and a meaningful experience of faith.

Care for the Care-giver Retreat

This two-day retreat is designed for our caregivers (those individuals who are helping others). It's a time to relax, renew, recover, and restore.

Returning Marine Warrior Transition

This two-day experience is designed to say thanks and give you an opportunity to think and talk about your experiences; where you have been, where you are now, and where you want to be in the future. Take time away so you can tell your story, understand why things are happening the way they are, and think about your future.

Unit Team Building Workshop (UTB)

The UTB (8-hour) is a leadership and unit resource using the Myers-Briggs Type indicator. This daylong workshop demonstrates how units can maximize effectiveness with a more thorough knowledge of each unit member. Learn how efficient use of differing personality types can compliment and strengthen your unit/command.

Family Nights (FN) NEW!!!!

This is a great support network for people who have been on a Personal Growth Retreat to come together and reflect on their personal experiences.

- Meets every Thursday night at 7:00 p.m., except holidays
- Located at CREDO Camp Pendleton and 29 Palms offices
- Call for more insight to this new program.

PREP (Prevention and Relationship Enhancement Program)

Marriage Enrichment Workshop offers a basic straightforward approach. The workshop and material teach couples skills they need to nurture a lasting love. Couples spend their time learning and practicing communication skills. Key topics include expectations, commitment, forgiveness, feeling understood and overcoming conflicts

Information and Referral (I & R) Services

One Call Can Do It All

Confused and not sure where to turn for help? Have questions? Looking for answers? Call or visit us for help. We link YOU to available programs and services on the Base or throughout surrounding communities. We have something for everyone ... singles, married, and children. As the Western Regional Community Service Center, we can locate resources THROUGHOUT THE USA!

Camp Pendleton, Building #13150

Phone: 1-800-253-1624 or (760) 725-3400/6090

Monday-Friday, 0730-1600

The MCCS, Marine & Family Service I&R Specialists provide information and referral assistance for on and off Base resources to support individual Marines, sailors and families. They provide research, resources, information and briefings on a wide variety of topics to include, but not limited to the following:

Welcome Aboard Orientations, M-W-F: 0800-1000 Joint Reception Center.

- Spousal support issues.
- Assistance to active duty, reservist, family members, retirees, widows, widowers.
- Assistance to Marines, sailors and family members during PCS and deployment.
- Maps, guides, useful websites, phone numbers and research.

Military OneSource

There is a new service called Military Onesource formerly know as MCCS One Source that you can use by calling toll free 1-(800) 342-9647 phone number or the web site: www.militaryonesource.com, User ID: military and the Password: onesource Then you can create your own user ID and password to order free audio CD's, tapes and booklets to be sent to your home or office. This web site and phone number can be used 24 hours a day - 7 days per week to address any issues that you might want answers to, such as:

- Relocation
- Elder Care
- Legal Issues
- Financial Matters
- Education and Schooling
- Relationships
- Parenting and Child Care

- Health and Wellness
- Counseling Services
- Everyday Issues
- Deployment or Re-deployment Issues
- Local Children's Camps

Military Onesource provides free telephone counseling services by consultants who have master's degrees or counseling credentials in a wide variety of fields including Social Work, Child Care, and Education, and will provide unlimited telephone counseling for emotional well-being issues. Military One Source has multilingual and multicultural staff. The toll free lines and collect call lines are also TTY-TDD equipped for the hearing impaired.

Military Onesource is brought to you by the U.S. Marine Corps, at no cost to you. And best of all, it's here for you- any time of day, wherever you are. So get in touch with us today. Military Onesource also has consultants who speak Spanish and offer simultaneous translation into more than 140 other languages.

Online: www.militaryonesource.com
 From the United States: 1-800-342-9647
 Overseas where available; 1-800-3429-6477
 Access Codes for Overseas
 Europe: 00, Japan ITJ/IDC/NTT:122-001-010 Japan KDD: 010
 Korea S-Darcom: 002 Korea S-KT: 001
 Or call collect: 484-530-5908
 User ID: **military**, Password: **onesource**
 En español, llame al 877-888-0727
 TTY/TTD: 1-866-607-6794

Family Team Building and Community Support

Mainside Bldg. 13150, 1 (800) 253-1624 or (760) 725-5361
 SOI Bldg. 520512, (760) 763-0868

MISSION. To enhance unit readiness and community quality of life through effective educational programs that build confident military families, facilitate employment, aide in relocation and transition, develop life and parenting skills, and support the Marine Corps and Navy goal of retaining quality personnel by advocating personal and family readiness throughout a service member's career.

1. READINESS SECTION

Exceptional Family Member Program. (760) 725-5363 Main-Side or (760) 763-0868 SOI - The program is designed to assist military families with special needs family members. A special need is any condition requiring special medical or educational services. The Exceptional Family Member Coordinator assists the family in identifying benefits, entitlements and eligibility for various federal, state, local programs and support groups.

Relocation Assistance Program. (760) 725-5704/3802 Bldg. 13150- Helps familiarize Marines, sailors, and family members with services on Camp Pendleton and in the local community.

Welcome Aboard Orientations. Monday thru Thursday 0800-1000 at the Joint Reception center, an orientation is provided to affiliate all newly arrived personnel and families with available services on base and in the local community. Spouses are welcome to attend.

Plan Your Move Seminar. A two hour program designed to ease the stress of moving. Guest speakers from various organizations provide specific information about your move. A question and answer session and printed materials provided.

Loan Locker. You might arrive at your new home before your household goods. Futons, hospitality kits (pots/pans, dishes and utensils), children's items (car seats, crib/playpen and highchairs) and appliances packs (coffee maker, iron and toaster) are all available up to 14 days to families on a temporary basis.

Youth Sponsorship Program. Moving is a bittersweet experience for youth. They face apprehensions about moving, new adjustments to schools, friends and community. Through the Youth Sponsorship Program having a pen pal to share experiences with can reduce some of the stress of relocating.

Worldwide Library. Copies of welcome aboard packages from Marine Corps, Navy, Army, Air Force, and Coast Guard installations worldwide. Packages are available for review daily.

Sponsorship Training. For personnel assigned as sponsors. Learn to be the sponsor that you would want. Information on sponsor's expectations and limitations. Discussions on the most frequent sponsor related problems.

The International Group. Everyone who wants to have fun, learn, build friendships and help others with cultural adaptation is welcome. Culture shock is very real and the spirit of cooperation has dictated that we must learn more about each other in order to be able to get along in the world in which we live.

Financial Management Program. (760) 725-6098/6290. Offers financial management and consumer information, credit repair, debt prevention information, and classes. Call for an appointment to see the budget counselor and schedule classes.

Retired Activities Office. (760) 725-9791/9790. Provides current information, services, and programs of interest to retired persons, surviving spouses and family members in the community surrounding Camp Pendleton.

2. NEW PARENT SUPPORT PROGRAM (760) 725-3884/6335

Purpose. The New Parent Support Program is a professional team of social workers and nurses who provide supportive services to Marine Corps families with children ages five years and under. Through their Home Visiting Program, Baby Boot Camp, and Parenting Classes the New Parent Support Program will help your family learn to cope with stress, isolation, pre-deployment, post deployment and everyday demands of parenthood.

Home Visits. Home visits are arranged, when possible, at your convenience. Home visiting offers parents the opportunity to improve their skills as parents and learn new skills that might be more effective. Home visitors also provide emotional support to families and offer referral information, as appropriate.

Baby Boot Camp. Two half-day sessions for expectant or parents with children under the age of one, that cover topics such as: role definition of parenthood, developmental stages of infants, basic infant care, child safety, discipline, pre or postpartum emotions and communication between spouses.

Parenting Classes. Kids don't come with instruction manuals. This class is for parents who have children under the age five, discusses topics designed to make your life easier and help you raise healthy, cooperative children! Communication, discipline for the whole family, self-esteem, and much, much more! This class is taught over nine weeks. You may attend one class or all nine.

3. CAREER FOCUS SECTION (760) 725-9481/4737

Purpose. Provides employment and career assistance to military spouses through skills building training, volunteer and educational opportunities.

Family Member Employment Assistance Program. Works with local area employers to create job opportunities for military spouses. Coordinates semi-annual career fairs and employer recruitment efforts. The program called C.H.O.I.C.E.S.. This class creates awareness of career and employment

opportunities, coordinates Spouse University courses for skills training, job search strategies and career assessments for spouses.

Volunteer and Skills Development Program (VSDP). (760) 725-3856

Provides military spouses with on the job training and employment references. We help spouses close any employment gaps, get back into the workforce, update and sharpen skills. The program also offers opportunities for active duty and their families. Whether you are looking for one time special events, long-term volunteer opportunities, a change in careers or getting back into the workforce, the VSDP has something for you!

Career Development. Helps individuals make career choices and decisions about work. Makes referrals for career assessments and individual career counseling to determine career paths and interests.

4. TRANSITION ASSISTANCE MANAGEMENT SECTION

Purpose. To support active duty personnel, separating or retiring, and their spouse by providing pre-separation seminars – employment, and career assistance.

Transition Assistance Program (TAP). (760) 725-6635/6652

This mandated 4-day seminar covers the pre-separation counseling checklist (DD 2648), which discusses entitlements and benefits as well as job search techniques. Facilitators prepare members in the areas of networking, transferable skills, resumes, interview techniques and salary negotiation. Spouses are encouraged to attend! See your Unit Transition Counselor (UTC) or call us for weekly schedule.

Pre-Retirement Seminars. (760) 725-6207

These informative seminars should be attended at least two years prior to retirement – this will give you time to do all the things you need to while still drawing a paycheck. Participants learn how to be competitive in the civilian workforce as well as about specific retirement benefits and services. Spouses are encouraged to attend!

Department of Veterans Affairs (V.A.). (760) 385-0416

Right here on base at Camp Pendleton – bldg.13150.

Adjudicates medical claims, educational information on Montgomery G.I. Bill and other veteran benefits for separating service members and retired military.

Career Counseling. (760) 725-1843/ (760) 725-7184

Short term (6 months to separation or less) sign up available in TAP seminar.

Long term (over 6 months)

Provides career assessment and individual counseling to prepare service members for civilian employment or career opportunities. Individuals receive assistance in developing an Individual Transition Plan.

5. Career Resource Management Center (CRMC)

Mainside, Bldg. 13150- Phone: 725-4199

School of Infantry, Bldg. 520512- Phone: 763-7184

Services are available to military spouses and active duty. These are full service Career Centers with computers and career libraries to assist with job search needs, career guidance, employment information and transition assistance. Included is resume software, high-speed internet access, job binders with listings and a special law enforcement library.

Supplemental classes offered twice monthly- call 725- 5361 for dates/times/location and to reserve your seat! Usually three-hour class- no cost to you!

- Resume Writing- necessary steps
- Job Interviewing Techniques- effective & confident

- Federal Application Information- how to apply forms
- Group Career Assessment- your marketable skills
- Career Planning- best occupation for your skills

Counseling Services Branch (M&FS)

Bldg. 1122 (760) 725-9051

The Counseling Services Branch is comprised of the Family Advocacy section and the General Counseling section. Family Advocacy is a command-sponsored program designed to address the problems of family violence within the Marine Corps Community. The program is responsible for implementing a Coordinated Community Response, which allows commands, agencies, individuals and organizations in the intervention of domestic violence to cooperate and coordinate their efforts to the fullest extent.

Licensed Clinicians. Provide initial counseling and assessments to active duty service members and family members who have been involved in incidents of spouse or child abuse. The program provides an array of effective educational and counseling services that will deter family violence behavior and promote healthy family lifestyles.

Victim Advocates 725-1617. Provide services to victims of spouse abuse, rape, and sexual assault. These services include community and military referrals, emotional support, and crisis intervention. Offered 24 hours a day 7 days a week. After hours call the PMO office.

General Counseling Section. Is provided by Licensed Counselors and supervised Interns to individuals and couples seeking a supportive environment for dealing with various issues such as relationship problems, job stress, grief and loss.

Screenings required offered M-F 1300-1500

War Zone Stress...Effects on Family. Tuesdays from 1030 – 1200

Combat Stress Groups. Groups are forming for combat veterans and educational briefs for family members.

Walk-in hours for counseling services are Monday through Friday between 1300-1500.

Prevention and Education. (760) 725-6636

- Offers numerous skill-building workshops, classes and groups designed to enhance personal and interpersonal skills.
- Topics include but are not limited to: Effective Communication, Improving Stress & Anger Management Skills, Supportive Couples' Workshops and Groups, Blended Families, Surviving the Teen Years, and Coping with Deployment.

Navy-Marine Corps Relief Society

Navy-Marine Corps Relief Society's primary mission is to provide financial, educational and other assistance to Marines, Sailors, and their eligible family members up to \$3000. Financial assistance is given for emergency needs such as food, rent, car repairs, emergency travel, medical, dental, and funeral expenses.

The service member is expected to apply for assistance at one of the Navy-Marine Corps Relief Society offices. Service members must have their military ID card, and if possible they should bring their latest LES and any documents concerning their request for assistance. If the Marine or Sailor is deployed, then the spouse can make the request, however the service members permission must be obtained prior to

assisting an eligible family member. To avoid delays in providing necessary assistance, the service member should fill out a Pre-authorization Form and return it to Navy-Marine Corps Relief Society before deploying. A Pre-authorization Form will only be accepted from the service member or the command. Forms turned in by the spouse or friend will not be accepted.

Other services provided: Individual budget plans, Thrift shop offering low cost items to military families, Budget for Baby classes (Please to sign up for the Budget for Baby class and receive a free baby layette for attending the class) and a visiting nurse program to answer your questions.

There are lots of Volunteer opportunities with the Navy-Marine Corps Relief Society. The Society pays for standard mileage and childcare.

We also provide training to become a caseworker, receptionist, budget for baby instructor or office support worker.

CALL FOR AN APPOINTMENT OR MORE INFORMATION
MAINSIDE BUILDING 1121
(760) 725-5337

SCHOOL OF INFANTRY,
CAMP SAN ONOFRE, BUILDING 520512
(760) 725-7497 or (949) 492-1082

United Through Reading

United Through Reading is a quality of life program that helps active duty personnel and their children stay connected during deployment through the medium of reading aloud on videotape. Active Duty participant sends videotapes or DVD's and a copy of the book home (if the military member owns the book) to the child who watches and often reads along. Feedback in the form of pictures, letters, email, or videotape of the child watching the parent read is then sent back to the deployed parent. Some of the benefits of United Through Reading are a boost in family moral, reinforcement of parental support felt by the spouse at home, an ease of child's fears about their parent's absence, and reduction of anxiety upon reunion.

When. During deployments when active duty personnel are separated from their families.

Who. It is available to any deployed service member with a child in his/her life (i.e. younger siblings, grandchild, adopt-a-school, mentor student).

Where. The program is currently available for implementation DoD wide. Our goal is to expand the UTR program all military service members the opportunity to realize the multiple lifetime benefits of reading out loud to your child.

Why. Reading aloud to children has been shown the single best predictor of a child's future academic success. It also strengthens the bond between adult and child and provides a bridge for communication and sharing.

United Through Reading Provides. Training Materials & Program Resources, Training to Active Duty and Homefront Coordinators, Daily Program Support throughout deployment.

Your Role. Get started early!! 3-4 months prior to your anticipated deployment date contact a United Through Reading Program Manager (UTR@read2kids.org or 1-858-7323) to request the program for your command.

Pack a book that your children will enjoy and PADDED MAILER to fit the book and tape to be mailed home.

Red Cross

The American Red Cross provides communications and emergency reporting for the service member and their families in emergency situations. Verification of an existing emergency through American Red Cross channels is the only way a service member can request emergency leave.

Emergency Leave. The American Red Cross does not grant emergency leave- that is a command decision. The American Red Cross responsibility is to verify the situation accurately with the proper authority (doctor, hospital, coroner) in the area of the emergency and relay to service member's command for their action.

Message Service. The American Red Cross has a network of 2,900 Chapters including 270 offices on military installations throughout the world. No message regarding a medical emergency may leave the Continental United States (CONUS) via the American Red Cross Emergency Communications Center in Washington, DC without a Doctor's Interpretative Statement (DIS).

Information Needed For Messages. The complete military mailing address, (Ship, UIC, Company, Battalion, Division, FSSG, MCB, MAW) Rank, and SSN are used for ALL American Red Cross messages. Please make sure that all the significant people in your life have your correct address and Social Security Number. This helps the American Red Cross deliver a message to the deployed service member as quickly as possible.

- Nature of emergency
- Birth, Death, Serious Illness
- Information needed
- The name and number of both hospital and attending physician.

RED CROSS MESSAGE TELEPHONE NUMBER: (800) 951-5600 inside CA
(877) 272-7337 outside CA

VOLUNTEER PROGRAM AT NAVAL HOSPITAL CAMP PENDLETON:
(760) 725-3303/3304

American Red Cross WIC

WIC Provides. Special checks for nutrient foods your family uses daily like milk, eggs, cheese, beans, peanut butter, juice, cereal and infant formula.

WIC Services: Pregnant Women and women with new babies. Children under age five.

Financial eligibility is based on a combination of family size and income.

To enroll call Red Crosses 20 clinics located throughout San Diego County. 1-800-500-6411

Base Housing

For Those on the Waiting List

- 1) It is the responsibility of the service member to apply for government quarters. However, when the service member is away from Camp Pendleton, the spouse may apply for quarters with a power of attorney.

- 2) Complete Spousal Acceptance Authorization Form if your spouse may accept quarters in your absence. Remember, you are giving permission to obligate your pay and allowances; your spouse will be acting on your behalf in housing matters. Having Specific Power of Attorney is the only other way your spouse may accept quarters in your absence.
- 3) If your application is currently on file, ensure that phone numbers are correct. One of our most difficult and time-consuming tasks is to locate the applicant when housing becomes available. If your spouse is out of the area, we will gladly call long distance
- 4) If you reside in town and expect to accept quarters you should make short-term commitments. Some landlords who require only a month-to-month tenancy will release you with 30-day notice when housing becomes available
- 5) If you have signed a lease, ensure that we have a copy on file with your application. We will not offer you quarters until your lease is about to end. Call us 45 days before your lease expires if you are on "lease hold." This will remind us that you are ready to accept quarters.
- 6) When you accept quarters, we process your voucher to stop BAH. However, you may experience up to a three-week time lag, so if you receive extra money at first don't spend it. You'll need it later when disbursing records catch up with your pay.

For Those Already in Quarters

- 1) Before you deploy you are required to complete a Sponsor's Agreement at your Community Office. Housing personnel will be available to discuss necessary requirements during the (your sponsor's) absence.
- 2) If your family expects to be away from quarters a request must be completed at your Community Office. MARADMIN 046/03 states "Effective immediately, installation commanders have the authority to permit families who prefer to go home while their spouse is deployed in support of a contingency operation (e.g., Operation Enduring Freedom) to be absent from their quarters for a period in excess of 90 days. Requests to be away from quarters for over 90 days, under this circumstance may be approved without the identification of a specific hardship
- 3) All quests must be registered at you Community Office. Guest permits are normally approved for 30 days only. Special circumstances will be considered on a case-by-case basis.
- 4) Families in quarters must keep in touch with their Community Office personnel. They are there to assist and guide you, but they need you corporation, also. Help them help you by keeping them informed.
- 5) As stated in MARADMIN 046/03, any family whose spouse is deployed in support of a contingency operation who elects to permanently vacate quarters, can re-apply for quarters immediately and have their BAH reinstated

Base Housing Numbers:

Private Housing- Lincoln Management

Del Mar District
(760) 430-0040
(760) 430-0461

Mountain District
(760) 430-8476

Serra Mesa District
(760) 578-4141
(760) 725-6708

DeLuz
(760) 385-4835

Del Mar
Wire Mountain III
South Mesa I, II

Santa Margarita
Wire Mountain II
San Luis Rey

Serra Mesa Forester
Hills

O'Neill Heights

Base Housing Managers:

Pacific View / Stuart Mesa (760) 725-9526/2247
Maintenance (760) 385-4090

San Onofre/ San Mateo (760) 725-7068
Maintenance (760) 725-7068 or (949) 492-6142

Public Affairs Office (PAO)

If you are asked to give an interview, contact the PAO on base (760) 725-5011. They will give you tips on how to handle the media or in some cases send a representative to be with you during the interview.

You are a U.S. citizen and have the same rights of freedom of speech as any citizen. Remember you are a Marine Corps spouse; you also represent your Marine.

Tips For Media Interviews:

YOU are the Marine Corps when doing an interview.
Know your audience (who are you trying to reach?).
Know your communication objectives, and what the intent of your message is.
Maintain control by bridging back to your communication objectives.
Forget the cameras and talk to the interviewer. Concentrate on him/her.
Focus on a point around his/her head if you don't want direct eye contact.
NOTHING IS "OFF THE RECORD" always assuming the camera/mike is on!
Stay composed, even if the reporter becomes aggressive.
Answer only one question at a time. For multiple questions, answer in the order you feel.
Be aware of the latest news affecting the Marine Corps that could be brought up in your interview.
Be prepared to bridge back to your communications objectives.

When Answering Questions:

Put your conclusions or main points UP FRONT.
Answer in concise 15-20 second positive statements.
Use simple language- avoid military/technical jargon and acronyms.
Do not speculate or attempt to answer "What if..." questions.
Keep your answers within your sphere of responsibility.
NEVER say "no comment-" if you don't know, say so.
Answer in the first person and use "I" rather than "we."
Be COMPLETELY TRUTHFUL! Don't "shade" the truth or exaggerate.
DO NOT repeat negative/ emotional words that may be used by interviewer.

Tri West

The Health Care Program for the Uniformed Services

The TRIWEST system is fully implemented in all military hospitals and clinics. Partnerships with civilian hospitals and clinics are used to increase the number of physicians and specialists so there will be better and quicker access for all.

Under the TRIWEST system, family members have three options: TRIWEST Standard, Extra and Prime. The main differences between the three options are cost and the choice of doctors.

Eligibility for TRIWEST Standard is determined by DEERS enrollment and a valid military ID card is required. Those eligible for medical benefits are automatically TRIWEST Standard. In order to enroll in TRIWEST Prime, beneficiaries must be in DEERS and complete an application. There is no fee for active

duty family members to enroll in Prime; however, there is an enrollment fee for retirees. Priority for healthcare in the Military Treatment Facility is TRIWEST Prime.

To enroll in TRIWEST Prime is easy, just simply call the toll-free number 1-888-TRIWEST or visit the TRIWEST Service Center for an application. The application will require you to select a Primary Care Provider. Each enrolled family member can have their own Primary Care Provider and once enrolled can change their provider at anytime.

For more information contact:

HEALTH BENEFITS ADVISOR
Naval Hospital, 6th floor, Room 6041
(760) 725-1262
Hours: 0730-1600 Monday -Friday

TRIWEST SERVICE CENTER

TRIWEST 1-888-TRIWEST
www.tricare.osd.mil
www.triwest.com

*The TRIWEST Center at NHCP does not accept phone calls.

UNITED CONCORDIA DENTAL

Active Duty Family Member Dental Plan
(Concordia Questions) 1-800-866-8499
www.ucci.com

For initial sign up to United Concordia families must fill out enrollment forms. These forms are separate from TRIWEST forms. Forms can be obtained via the website or from the TRIWEST office on the sixth floor of the hospital.

DEERS

Defense Enrollment Eligibility Reporting System

Active duty service members are automatically enrolled in DEERS. Family members and newborns are not automatically enrolled in DEERS. All family members must be enrolled with DEERS in order to receive medical treatment from any military hospitals or civilian providers. Before deploying make sure your family members are enrolled in the DEERS system.

Locations:

MAIN GATE: (760) 725-2768/2013/2633/2865.....Hours: 7:30-3:30
Joint Reception Center: (760) 725-2442.....Hours: 7:30-4:30
San Onofre: (760) 725-0400(Tues. and Thurs. by appointment only)

DEERS Verification:

1-800-334-4162 in CA
1-800-538-9552 all other states

Services:

Temporary issuance of ID card

Family members may get a temporary ID card good for 90 days if the DEERS database indicates that the sponsor is eligible and only if approved by the supervisor of military personnel clerks. A DD form 1172 will then be forwarded to sponsor for signature.

DEERS Enrollment

1. Fax a copy of the Birth Certificate to the PersO in charge of the Marines administration center. If you do not know the number to the PersO, please contact your FRO/KVN and they will assist you.
2. The PersO will fill out the Dependents Application, since the Marine will be unavailable to sign the dependants application the PersO will write in remarks "Marine unavailable to sign dependants application due to deployment. Verified all official documents." The PersO will run the dependants application in the unit diary.
3. Now the child will have to be enrolled in TRIWEST. Locate the nearest TRIWEST office. You can search for a TRIWEST office at the following link: <http://www.dmdc.osd.mil/rsl>

TRIWEST Enrollment

1. Choose your first and second preference for a Primary Care Manager (PCM) from the Provider Directory. Final PCM assignment is dependent upon provider availability and local Military Treatment Facility (MTF) policy.
2. Personal information entered in the form must match the information in the Defense Enrollment Eligibility Reporting System (DEERS). You can update DEERS online or by phone at 1-800-538-9552.

If you have not established a residence at the time you are completing this form, enter "To Be Determined" in the Residence address block and complete the Mailing address block. The addresses and telephone numbers you include on this form will update DEERS.

3. Send the completed form to the appropriate address below:
TriWest Healthcare Alliance, P.O. Box 41520, Phoenix, Arizona 85080-1520 or visit one of the Camp Pendleton TSC's that are located at the Naval Hospital (6th floor) and at the Joint Reception Center (Bldg 130132) on Mainside.

For information and assistance in the TRIWEST region, please contact 1-888-TRIWEST or visit www.triwest.com

Armed Services Blood Program

The Source of Blood for the Military

Our Mission. Make sure the "Golden Hour" box is never empty.

Have you heard the phrase "golden hour?" It is the critical time after a service member is wounded when he or she must receive care for the best possible results. Corpsmen and combat medics often carry a small cooler, or "golden hour box-" full of life-saving blood and plasma. If that box is empty, it could mean a life of a Marine or Sailor. So who keeps the box filled?

You keep the box filled. With each donation of blood to the Armed Services Blood Program (ASBP), you help ensure that box never goes empty. The ASBP is the only military blood collection agency; it is also the only blood agency sending blood products to military treatment facilities overseas. The blood you donate to the ASBP directly supports sick and injured military members and their families. The ASBP processes donated blood and provides it to local military hospitals, overseas hospitals and ships, combat support hospitals and medics and Corpsmen on the front lines. At home or around the world, someone is counting on you to be their Life Force.

To help communicate the importance of the ASBP mission, here are a few statistics:

- Every year military hospitals transfuse more than 80,000 units of blood products.
- In addition to products being used at military hospitals, over 43,000 blood products have been used in support of OIF/OEF as of May 2005.
- What ASBP cannot collect, it purchases from civilian agencies. Depending on the market, purchased blood costs approximately \$250 per unit and may not be available when urgently needed.

How Can You Help? Commit to donating blood once a season. If you can't donate, tell a friend about donation to the ASBP. Host a blood drive at your unit or command. Invite the blood donor recruiter (information below) to your pre-deployment briefing. Be a part of the Life Force- you can save a life today.

Where Can You Donate? The Navy Bloodmobile travels to Camp Pendleton a few times a month to hold blood drives. For upcoming locations, log onto: www.militaryblood.dod.mil and click on "donation locations."

Legal Planning- General

Services available at the Legal Assistance Office are free. The Marine lawyers cannot represent clients in civilian court, but they can advise and assist active duty and retired service members that have personal legal problems. The Legal Assistance Officer is required to treat all such problems confidentially and may not lawfully be ordered to disclose such information by any superior authority. When a legal problem is not within the scope of the Legal Assistance Program, referral can be made to local civilian counsel.

Act immediately when a legal issue is discovered. Immediate action will often resolve small problems before they become more serious. For example, the best time to ask questions is before signing a contract rather than when the terms of the contract come into dispute. ***Never sign a blank contract!!*** Utilization of Legal Assistance services is both advised and encouraged when a legal problem is first identified.

Powers of Attorney

One of the most important matters to consider during pre-deployment planning is a Power of Attorney. A Legal Assistance Officer should be contacted to help you prepare one. They come in two forms:

General Power of Attorney allows the holder of that legal document the right to sell personal property, and to use the grantor's credit. A General Power of Attorney grants virtually unlimited ability to act for another person. ***General Powers of Attorney often create more difficulties than they cure and are generally not advised.*** It is an extremely powerful legal instrument and can be a dangerous instrument in the hands of someone inexperienced in business matters, or a spouse when the marriage relationship is in state of discord. A General Power of Attorney should not be executed unless the individual making it is fully aware of the risks associated with such a document.

Special Power of Attorney allows the holder of that legal document to act for the grantor only when conducting business that is delineated in the document. This Power of Attorney will list in writing the actions you want conducted on your behalf. A Special Power of Attorney can be very useful for such matters as moving of household goods, settling of insurance claims, and managing financial accounts or funds not jointly held. Care should be taken in determining who will hold the power of attorney and what actions will be authorized in the document. Remember without the Power of Attorney, the spouse at home could be significantly hampered in dealing with matters that may arise during deployment.

Wills. This document is very important for every Marine, particularly those with family members. The primary purpose of a will is to ensure that minor children are cared for and property distributed as the writer desires. Without a will, state laws decide how personal property is distributed and, if there are children involved, they can become wards of the state. The state's wishes generally do not follow those of the deceased. It is important that an individual's will reflect his/her current state of affairs so keeping it up to date is critical. Overlooking the execution of this important document could directly affect the security of your family. Your banking institution or a responsible adult should be named executor of your will. A will does not cover life insurance distribution. Insurance is a separate contract between the insured and the insurance company. Verify that your beneficiary designations on insurance policies are accurate and current.

Taxes. Federal and State Tax returns (when required) must be filed even though the service member is deployed, unless an extension is granted. Problems in preparing and submitting tax forms or improper tax assessment may be directed to the Legal Assistance Office. Marine Corps installations will normally have a VITA (Volunteer Income Tax Assistance) office to assist with preparing a return. The Internal Revenue Service (IRS) refund check will generally require the signatures of both parties in a jointly filed form. Electronic filing will require payment via direct deposit to joint account. ***A special power of attorney is***

recommended to facilitate filing and access to refunds. The required filing time period for Federal Income Tax is between January 1 and April 15 of the year following the taxable year. If you are outside the continental United States (CONUS) on April 15th you have until June 15th to file provided you are on official orders, not on leave. You can extend the June 15th filing date up to two more months after your return to CONUS if you file an IRS Form 4868 prior to June 15th. Detailed information may be obtained from the IRS toll free from the hours of 08:15 to 16:15 at 1-800-829-1040. ****You may obtain a copy of the Marine's W2 and LES through MyPay; You will need a PIN#.***

Notarization. Notary public service is available at the Legal Assistance Office, most banks and credit unions, usually through your command, and Marine Corps Community Services. There may be a small fee for the service depending upon where it is obtained.

Power of Attorney for Care of Children allows someone to stand in for a child's parent(s) and authorize medical care for your child(ren), deal with school issues, etc. When a spouse is deployed, it is a good idea for the spouse who is home with the children to have a Power of Attorney for Care of Children naming someone in the local area to act in their place in case of an emergency. If the parent must leave the children with someone while they travel or if they are somehow unable to make decisions and act as a parent for the child, the person named would be able to step in and care for the child. Parents may want to have a Power of Attorney for someone local and also for a relative or someone who may not be close by, but who would come to care for the children in an emergency.

The Marine Corps requires that single parents with custody of children and dual active duty parents have a Power of Attorney for Care of Children as part of a family care plan. ***A Power of Attorney for Care of Children does not transfer legal custody of the children to another party.*** Any custodial parent giving children to someone other than the non-custodial parent for a deployment period with a Power of Attorney of Family Care Plan should make a visit to Legal Assistance to consult with an attorney.

In order to get a Power of Attorney for Care of Children, visit Legal Assistance, Bldg. 22161 between 0800-1100 and 1300-1500 Monday through Thursday or 0800-1100 Friday. You will be asked to pick up a blank form, fill it out, and have it notarized. You may also visit a class on Mondays, Tuesdays, and Wednesdays at 1300 where a representative from Legal will explain and notarize these Powers of Attorney, along with General and Special Powers of Attorney, and California Statutory Wills.

JOINT LEGAL ASSISTANCE
BUILDING 22161

WALK-IN HOURS:
Tuesday & Thursday 7:00
Bring all documentation relating to your case.

HANDLED DURING WALK-IN HOURS:
Consumer Law Issues
Contract Disputes
Landlord/Tenant Disputes
Review of Contract
Non-Support Problems
Immigration
Family Law Issues

HANDLED BY APPOINTMENT:
Adoptions
Divorces
Detailed Wills & Durable
Name Changes
Guardianships
Naturalization package Turn-in

SCHEDULING AN APPOINTMENT- Appointments are scheduled a week prior on Friday mornings. Appointments can be scheduled in person on Friday at 0700 or by calling (760) 725-6172 at 7:30 Friday mornings.

FAMILY LAW HOURS- Paperwork for Dissolutions, Adoptions, Guardianships, and Name Changes can be picked up Monday-Thursday 0800-1100.

POWER OF ATTORNEY AND WILLS- A power-of-attorney (POA) and Wills may be prepared at our brief at our offices Monday-Wednesday at 1300.

DISSOLUTION (Divorce) CLASS- This class is mandatory for those seeking assistance with marital dissolutions. It provides background information regarding divorce and separations in California. This class is conducted every Thursday from 1300-1400.

RECORD OF PERSONAL AFFAIRS- A checklist is provided at the beginning of this Deployment Information Book to facilitate the gathering of all personal information that will be helpful during the deployment. Keep this information in one location with your important papers (Wills, powers of attorney, insurance policies, etc.).

NOTARY PUBLIC HOURS
Monday-Thursday at 0800-
1100, 1300-1500
Friday at 0800-1100

NATURALIZATION CLASS
Assistance is provided by App. at
Joint Legal Assistance
Call 760-725-6172

OTHER OFFICES
MCRD (619) 524-4111/4110
MIRAMAR (858) 577-1656

Financial Planning

DISBURSING OPTIONS

The Marine and spouse should review family financial procedures and ensure all financial matters are resolved prior to departure. There should be a good understanding of the roles and responsibilities of each spouse concerning allocation of pay, payment of bills and a household budget. The Financial Specialist with your installation, the Navy Marine Corps Relief Society, and many credit unions and banks can provide assistance with budget planning. Each unit has a command financial specialist. The Marine should ensure the family has enough money each pay period for basic living expenses such as rent, food and utilities. The Family Budget Form that is located at the beginning of this Deployment Information Book will assist with planning a family budget.

PAY DISTRIBUTION

Direct deposit distribution. Direct Deposit to a joint account can lead to confusion and problems if both spouses are writing checks and making withdrawals on the same account. Bounced checks and letters of indebtedness can result. Most banks will set up separate accounts and distribute the direct deposit funds between the accounts as requested. Transfer of funds between accounts can easily be made if one person falls short of cash. Contact your bank or credit union for more information.

ALLOTMENTS

"D" Allotment. The Marine can initiate an allotment to family members to cover basic living expenses. All or part of a Marine's basic pay or BAH can be allotted.

"S" Allotment. Savings allotment to a joint account can allow the spouse to draw out the needed amount of money.

Only the Marine, not the spouse, can start, stop, or change an allotment. Should an allotment need to be changed, the Marine can change it through the unit G-1 (S-1 or Admin Office) or via MyPay website: <<http://www.dfas.mil/mypay>> (formerly E/MSS), phone: 1-877-363-3677 in CONUS). The LES (Leave and Earnings Statement) can also be viewed on the E/MSS website with a user PIN (personal identification number). It can take up to 45 days (three pay periods) for implementation of an allotment.

A Marine may allot part or all of his pay, with the exception of COMRATS (commuted rations) and Clothing Allowance. The money for an allotment is taken out of both checks, the first and 15th of the month. If there is a pressing need for the funds when an allotment is started or delayed, Navy Marine

Corps Relief Society (NMCRS) can often assist with an interest-free loan until the money arrives. A Marine or sailor can sign a pre-authorization form at NMCRS to enable his/her family members to receive assistance. If the family member is not pre-authorized, permission from the service member to assist is required. Obtaining this permission via Red Cross message can be a long process. A general Power of Attorney can also be used as authorization for assistance from NMCRS.

Split Pay. This option allows Marines enrolled in the Direct Deposit Program to receive a portion of their pay at their duty locality each payday. This requested split pay amount must be a whole dollar amount less than or equal to the Marine's normal pay. The remainder of pay will be transmitted to the Marine's financial institution.

ADDITIONS TO AND SUBTRACTIONS FROM PAY

All deployed Marines with family members are eligible for ***Family Separation Allowance (\$250.00 per month)***. This allowance will be reported on day 31 of the deployment. It can take several paychecks before the money is received, but it will be dated back to include payment from the first day of deployment to the end of deployment. There are reasons that can cause termination of the allowance such as extended social or permanent visits of family members.

Basic Allowance for Subsistence (BAS) (sometimes referred to as COMRATS or Pro/Sep Rations) is a continuous entitlement for all Marines. Enlisted Marines will have a deduction for meals taken from their pay account when they are issued a meal card or being provided with meals, such as MREs when in the field. The amount deducted is slightly less than the full BAS for each day. As with Family Separation Allowance, it can take several pay periods for the initial deduction to occur, but the full amount will be deducted at some point.

All personnel will receive ***Temporary Additional Duty Pay*** while deployed for over 30 days or more than 50 miles away. The amount varies with rank and deployment site.

Basic Allowance for Housing (BAH) payment or stay in base housing will continue through the deployment.

Other ***possible additions*** to pay are ***Imminent Danger Pay, COLA (Cost of Living Allowance), Flight Deck Duty Pay, Hostile Fire Pay, Hazardous Duty Pay-Location*** and ***Sea Pay***. Specific pay issues will be dependent upon the type, length and location of the deployment.

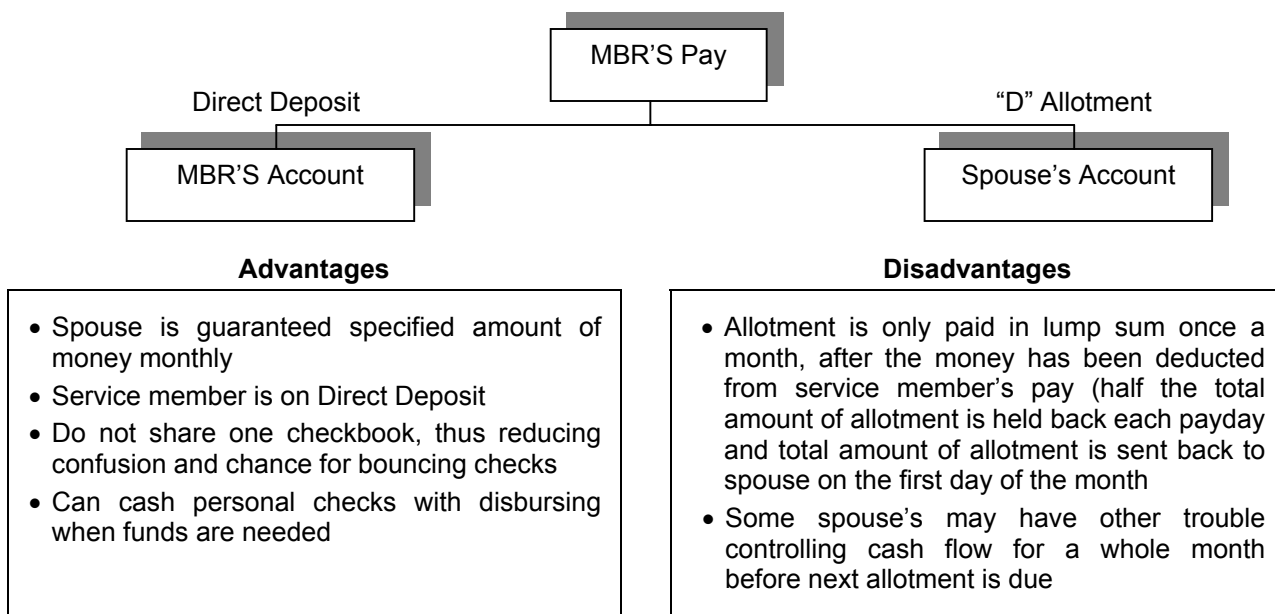
BACKGROUND

Prior to the service member deploying, he/she should take appropriate steps to ensure his/her pay is "squared away". The following charts should assist you in understanding the various options available to you. Direct Deposit and or a "D" Allotment are highly encouraged to keep pay problems to a minimum while deployed. It should be noticed that ALL service members are expected to provide adequate and continuous support for their legal dependents and comply with the terms of marital separation/property settlement agreements and court orders. MONTHLY RENT + MONTHLY FOOD + MONTHLY BILLS/EXPENSES= "D" ALLOTMENT AMOUNT

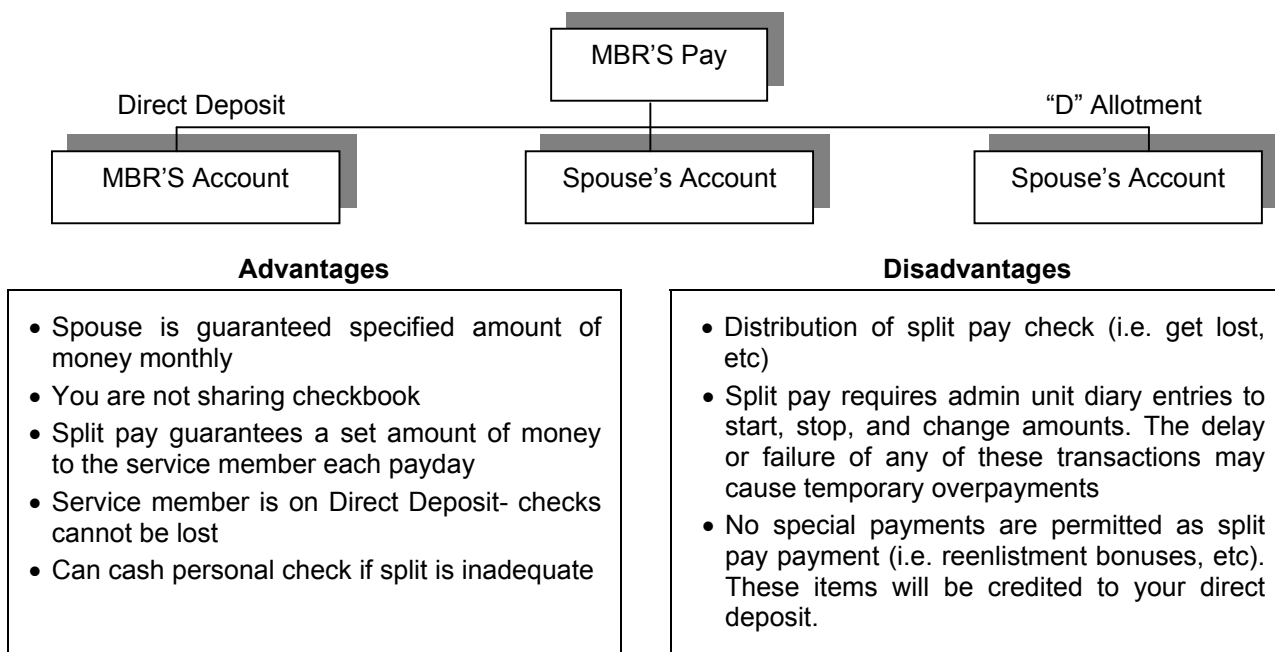
The service member and his/her spouse must sit down and analyze all of the below listed recommended options and discuss what is best for their situation.

MARRIED PERSONNEL

Option 1. Two Separate Checking Accounts



Option 2. Two Separate Accounts (Checking) Plus Split Pay



There is no reliable and regular communication between spouses while separated, and sharing a checkbook leads to confusion when money is deducted or added in, thus an inability to accurately audit your checking account and an increase in dishonored checks.

The above two options are the best ways to maintain control of your finances, provide adequate support for your dependents and keep dishonored checks to a minimum.

Who to call when there are financial problems:

Unit Key Volunteer who will then call the unit Family Readiness Officer
Navy/ Marine Corps Relief Society (760) 725-5337
Dialed Direct Deposit System (800) 594-8302

Spouse PIN Number

The Defense Finance & Accounting Service has established a new PIN Number program to all service members regardless if they are deployed or not. This system allows caller to access pay information using their touch-tone phone. This system is totally automated. The Marine simply calls **1-800-594-8302** and once the automated system answers dial **star "0", (*, 0)** which will connect you with a technician who can activate your account. Once activated, the Marine can access a variety of pay related information. The Marine can also give his spouse a PIN number via the automated system; however, it should be noted that if the spouse is suspended from the system due to entering the wrong number too many times or a system problem, only the Marine could reactivate the account. DFAS **does not** accept powers of attorney for this purpose. **Only the Marine can reactivate the account. No exceptions.**

Toll Free Number and Hours of Operation

(800) 594-8302

This number will be manned from 0700 to 1500.

Central Standard Time- Monday through Friday- Except Holidays

Communication Tips

Communication during deployment takes many different forms. The greatest morale builder during a deployment is communication from home. Send letters and cassette tapes, make cards, send "care" packages, and send email messages.

As you communicate from home, it is crucial that you remember the importance of operational security. Operational security consists of measures taken to ensure that sensitive information is not compromised. Ensuring the security of the unit and unit families depends on many factors such as deployment areas and times, port call dates and special shore deployments. Location of spouses and families during the deployment, any special pre-deployment training and the planned return date are also information items that are sensitive. Avoid discussing operational information in public places, over the telephone or with members of the media.

LETTERS

A great method of communication during deployment is letters. Long distance telephone calls can get very expensive, very quickly and letters can be reread during lonely moments or times when phone and email are not available. Remember that mail will take a week or more to reach your spouse and military operational schedules may delay mail even further. If you have been receiving mail regularly and the mail suddenly ceases for a week or longer, there is usually no cause for alarm. The delay is probably due to some circumstance such as such as extended operations or bad weather. Here are some communications tips.

Rule of Thumb:

Be informative and cheerful. Use sarcasm and humor with great care. Remember that in writing no one can hear the tone of your voice or see the expression on your face.

Rumors should be avoided, especially if they deal with classified subjects such as unit movement or deployment. Remember the importance of operational security.

Do not brag to other spouses about the number of letters you write or the number you receive. Score keeping usually results in hurt feelings.

Gossip about other members of the unit, or their families, can cause unnecessary trouble and may not be true. **Avoid gossip!**

Try **numbering your letters** on the envelope so that if more than one letter is received, your Marine will know which one was written first.

Write often and write about anything, even the weather. Sometimes the best letters are simply about the events in your day. Sending an audio or videotape of the family sitting around a dinner table can make the Marine feel at home. Send an occasional "care package." Make sure any food items are not perishable. Some things that can be sent are photos of each other and children, movie or voice tape recordings or small keepsakes.

For couples with young children: Let the kids record messages for their deployed parent. Have the deployed parent record a message telling the kids their favorite stories or just "visiting" with the kids and send postcards or letters to the child/children with brief easy to read sentences.

Situations often change before a letter is received. It is strongly suggested that you should not make a major decision or argue by mail.

If you have to give bad news in a letter, be clear and to the point, and explain all the details including dates. Avoid troubling your spouse with problems that he/she cannot solve. Seek assistance with some of the many agencies and people in the local area. (Key Volunteer Network (KVN), Marine Corps Community Services Center (MCCS), Chaplain, Navy Marine Corps Relief Society (NMCRS) and friends.

If you are angry with your spouse or things are going wrong, try recording everything you're feeling on paper or in a journal. Sometimes after you have vented the frustration, you will feel better and can better handle the situation. Do not send these to your spouse. Remember, there are no "kiss and make-ups" when they are away and written words are far more permanent than spoken ones.

Your mail will not be censored; however, remember that indiscrete conversation and personal letters have the potential to constitute a great menace to national security. This applies especially to persons discussing official matters or unit movements and plans with their friends and relatives.

For both spouses, deployed and at home, when communicating it is important to think of the effect of disturbing news on your loved ones. Many families are not accustomed to dealing with the military lifestyle and something that seems trivial to you may be extremely disconcerting to your spouse's parents.

OTHER MAIL

Use of the correct mailing address is important. Remember, if your letters are not addressed correctly, they will probably be delayed in reaching your Marine, if they arrive at all. Your Marine's unit can provide the proper address to use for this deployment. NOTE: Adding additional address information can delay your correspondence. *If you are sending music or movies on CDs, write the message "magnetic recording enclosed."*

Remember that an airmail letter can take up to 14 days to reach its destination and parcels can take as long as six weeks. Do not send perishables through the mail. When mailing money, **do not send cash.** Use check or money order only.

Packages can be sent via Priority (fly's) or Standard Mail. Priority is generally a little more expensive than Standard Mail but it is the fastest way to send things. To be shipped through the postal service, the parcel must not weigh more than 70 pounds and not be greater than 72 inches Length & Girth combined (article must fit inside a USPS mail bag). This 72-inch size limitation is determined by adding four times the width to the length of the package. The post office that you go to when mailing your package will inform you if the parcel is not within the size standards. Generally, for overseas shipment, including APO and FPO addresses, a customs form must be completed and attached to the package. For current information, consult the

U. S. Postal Service website at <http://www.usps.com>.

Service members like to get goodies from home. Some suggestions for things to include in Care Packages: cookies, cereal, magazines and books, audio and video tapes, candy bars, stamps, hometown newspapers, puzzles, playing cards and grooming items.

Remember that it can take up to a month for packages to reach a given destination. Wrap food securely so it will be edible on arrival. Chocolate may melt before it gets there; protect the other items in the box if you choose to include it and realize it probably will not arrive in its original form. Storage space is almost always extremely limited.

Parcels and articles mailed from outside the continental U.S. (CONUS) are subject to examination by U.S. Customs' officials, with the recipient liable for duties assessed. Please be aware of Customs' regulations to and from the area of deployment.

A maximum of \$100 a day per address may be mailed "duty free". Parcels mailed with copies of official orders attached or enclosed reflecting assignments overseas in excess of 120 days are exempt from Customs' fees when the military member is returning to the states. If orders are enclosed, the parcel must be endorsed by the accepting post office with "Free Entry Movement Orders attached/enclosed" as claimed under Public Law 89-436.

Be aware of any trademark violations, as Customs' officials will confiscate counterfeit name brand items and illegally copied software, music and video. U. S. Customs website provides more information at <http://www.customs.gov>. First Class mail can be forwarded by crossing out your home address, writing the forwarding address on the face of the letter and dropping it in the mailbox.

MOTOMAIL

Now your deployed Marine/Sailor can read your letters usually within 24 hours, not days or weeks. MotoMail service is a discreet and secure way of sending letters via the Internet, which is hand-delivered to your Marine/Sailor. This service is combination of the electronic world and post office delivery.

To send a letter the sender needs to:

- Log onto www.motomail.us to create a password
- Add service member's address to you address book
- Type letter and press send

or call 1/877-763-2542 if you have any questions.

The letter is sent to the MotoMail server and the designated USMC post office downloads the letter in a special machine, which prints, folds and seals your letter. The letter is delivered through the unit's mail call. You can track letter from submission, download and when printed The MotoMail printer, folder and sealer ensures complete privacy and the contents remains confidential. **The sender is required only to know the unit's address, not location.**

Moto Mail IS NOT:

Available worldwide for delivery, NOT available on Navy ships (Yet),
NO enclosures allowed, MotoMail CAN NOT be sent FROM Iraq or Afghanistan to USA.
Delivery made ONLY to address provided by Marine Corps Postal
MotoMail cannot be delivered if you start using a Non-Marine address.
Currently available in Iraq and Afghanistan only.

E-MAIL

Using e-mail can be an efficient way to communicate with your Marine/Sailor overseas. Again, number the e-mail because dates aren't always effective due to time differences and how often your Marine/Sailor is able check his/her email. If you don't have a computer with Internet or email at home, you can access one at the installation or community library, cyber cafés, and shopping malls. If you have a USO (United Services Organization) close to where you live, they normally provide free Internet services to military

families in addition to many other activities. Free email accounts are readily available to users via certain web sites such as Hotmail, Yahoo and Netscape.

- Remember operational security and never discuss operational details such as unit's position, command mission, or scheduling such as specific rotation dates.
- Read the contents before you send it. As you are reading ask yourself some questions: Is this negative and depressing? Does it contain personal matters that should not be read by others? Will my spouse or I be embarrassed if others read this? If your answers are "yes" you may want to reconsider sending it. Rarely will your spouse have an exclusive computer terminal for personal use. Computers are often shared by several unit members or by an entire shop.
- It is best to send small, mostly text e-mail messages. Messages with a lot of graphics or attachments may be undeliverable because of download times and military network restrictions. The email networks in remote areas and on ships are not always operational so have patience when waiting for a reply.

CALLING CARDS

A variety of telephone cards are available through many different sources. Most phone companies issue cards and bill for charges monthly. Be sure to research hours, rates, and service charges that will accrue when this card is used. Also, check the calling area covered by the rates. The rates quoted may not be applicable from areas other than your home phone or local calling area. Prepaid phone cards are based on the number of minutes. It is a good idea to research the rules of the card before purchasing. There are many different brands and denominations of cards and the expense may vary greatly. Be sure to educate yourself about the rules of phone cards purchased at retail outlets before you buy.

MORALE CALLS

One family member per service member, a bona fide spouse, child or parent, is eligible to use this privilege for one overseas morale call every 30 days using the DSN system.

Calls are restricted to two lines: (703) 695-7366 or toll free at 1-866-HQMCNOW (1-866-476-2669). If a morale call is received on any other line, the person calling is informed of the correct number and directed to call back. Calls may be made during off duty hours according to the following schedule (all times are HQMC local time): Monday – Thursday 1630-0600, Friday – Sunday 0000-2400, Holidays 0000-2400.

- All calls will be sent through as long as the lines are open and not being used for official business. Calls are limited to 10 minutes in duration.
- If a family member calls and states that an emergency exists, the watch stander receiving the call will inquire about the nature of the emergency and refer the caller to the appropriate agency, usually the local American Red Cross. In an extraordinary situation, at the watch officer's discretion, an emergency call may be connected.

Marines that are deployed overseas in actual contingency operations can call the MCCC after working hours and be connected to a personal call with a local number in the DC area. For such calls, the same criteria apply as described above for morale calls. The MCCC does not patch personal long distance toll calls, but can provide patch through to toll free long distance access numbers and DSN operators.

LONG DISTANCE RATES

Basic rates and hours for your local phone company will vary greatly. It is a good idea to research the different plans before deciding on one. Remember, when comparing, take into consideration any monthly plan fees as well as per minute rates. Compare rates for the original place of call as well as the destination. Long distance calls overseas can be very expensive. When you use the phone, use it cautiously and budget for the anticipated charges in advance. Prepaid phone cards can help.

LETTERS/CARDS

Letters and cards are the cheapest and easiest form of communication during a separation. Make sure the address is accurate; contact your spouses command or the military post office for the correct mailing address. To verify an address please call (760) 763-1197. All letter mail coming from the deployed individual is FREE.

MILITARY POSTAL SYSTEM

The Military Postal System (MPS) is an extension of the United States Postal Service.

1. How important is the address?

The main cause of delay/non-delivery of mail is the incorrect and/or incomplete mailing address. The importance of using the address in the format provided can't be over-emphasized (EXCEPTION: If a service member is assigned TAD/FAP upon arrival overseas, the unit assigned will provide a new address). Omission of any part of the address may cause the article to be delayed or returned. **DO NOT USE: ships names, addresses, geographical locations (Kuwait, Iraq, etc.) or listen to others who claim "This will get it there quicker". For the best service use the address MPS has provided (make sure to use the nine digit zip code).**

2. How should I mail my articles?

Sending articles to an FPO/APO address.

EXPEDITIONARY/EXPRESS MAIL is **not available** for unit's deployed to Kuwait or Iraq. Do not send articles this way; you are only wasting your money (sometimes post offices will accept your article for mailing even though express mail is not available). The mail will only travel as express mail from point of mailing to the gateway (San Francisco then it will travel as first class/priority mail).

PRIORITY MAIL and FIRST CLASS MAIL is the **fastest** way to send your articles. These services provide air transportation to the point of delivery. The difference between priority and first class mail is determined by the weight of article. The size and weight limits for priority mail are as follows: 72 inches length and girth combined, and from 13 ounces to 70 pounds. The size and weight limits for first class mail are as follows: Letter-size mail must be at least 5 inches long, 3-1/2 inches high, and 0.007 inch thick, and not more than 13 ounces in weight.

PAL (Parcel Air Lift) is a special service added to standard/fourth class mail sent to, from, or between FPO/APO addresses. It upgrades the article to airmail, and this service may be cheaper than the priority rate. PAL is available for both standard A and standard B mail not exceeding 30 pounds in weight and or 60 inches in length and girth combined. The fee is charged by the weight of the article. **Most of the time it is cheaper to send the article priority mail.**

SAM (Space Available Mail) is a type of standard/fourth class mail sent to, from, or between FPO/APO addresses. It may be air lifted from the gateway to the destination if space is available. There is no additional charge for this service, and there is no guarantee that it will be air lifted. The weight and size limits when mailed from the states are as follows: 15 pounds, 60 inches in length and girth combined. When mailed from an FPO/APO the weight and size limits are as follows: 70 pounds, 100 inches in length and girth combined. **Not recommended for parcels going to individuals deployed in support of OIF.**

Standard/Fourth Class Mail is the cheapest and slowest way to send articles to an FPO/APO. This mail will move by ground transportation from the point of mailing to the gateway (San Francisco) and then fly to destination on a space available basis. The size and weight limits are as follows: 72 inches length and girth combined, 70 pounds maximum weight. **Not recommended for individuals deployed in support of OIF.**

3. Transit Times?

Normal transit times to an FPO/APO in support of OIF are as follows:

PRIORITY MAIL.....	8-14 days
FIRST CLASS MAIL.....	7-10 days
PAL.....	14-20 days
SAM.....	14-20 days (If space available)
STANDARD/FOURTH CLASS MAIL.....	45-90 days

NOTE: Due to location of unit's the times may vary for personnel assigned to remote areas.

4. What cannot be mailed?

The Military Postal Service Agency, United States Postal Service (USPS) and the country of destination prescribe restrictions on military mail going to a foreign country. Remember that each country establishes their own restrictions on what may be mailed into their particular country. Customs randomly open parcels to inspect the contents. Parcels containing prohibited materials are confiscated and the addresser and addressee are notified. Partial lists of prohibited materials to OIF locations are:

- Obscene material of any type; to include Horror Comics, Matter depicting nude or semi-nude persons, pornography and sexual items.
- Bulk quantity of religious materials contrary to the Islamic faith.
- Pork and Pork products.
- Alcoholic beverages or any consumable items containing alcohol.
- Firearms, weapons of any type, including air guns, and toy guns.
- Ammunition clip/magazine, live or spent ammo.
- Hazardous materials such as batteries, corrosive items or aerosols.
- Sand and/or soil being sent to the United States.
- Mail addressed to **Any Service Member**. NOTE: Schools and Churches should send messages to troops via the following WEB site: <http://anyservicemember.navy.mil>
- Do not send cash in the mail.
- **The post office has a complete list of all non-mailable items for each FPO/APO zip code.**

5. Packaging Pointers

The preferred method of addressing a package is with ink, marker or labels attached directly to the package. It is not recommended to use paper wrapping on your packages; if the paper rips the address can be lost. If paper wrapping must be utilized, be sure to place the return and forwarding address in the parcel. Packages must be packed so that its contents could not harm employees, equipment, or other mail. Fragile items must be packed to withstand mail processing and transportation. Recommend the use of zip lock bags for any liquid items such as salsa, lotion and beverages. Bubble wrap and popcorn are the most reliable type of packing material to prevent damage. Always use durable boxes! Recommend using nylon filament fiber tape or packing tape NEVER use masking tape or scotch tape to seal up packages.

6. Customs

ALL mail weighing 16 ounces or over, that bears stamps, MUST be presented to a postal clerk at a post office for mailing. If mail weighing over 16 ounces bearing stamps is deposited in a mailbox it will be returned to sender.

ALL parcels being sent to, from, or between APO/FPO addresses must bear the proper customs form. Check with the post office for proper customs form to use.

LETTERS AND CARDS: THE CHEAPEST, FASTEST AND EASIEST WAY OF COMMUNICATION

7. Proper Format of Address: (Always ensure you have the proper mailing address)

RANK, NAME,
UNIT (Unit Name)
UIC _____ (Unit Number)
FPO AP 96____-____ (the entire 9 digit zip code)

If you have any questions at all related to postal affairs please contact us at 725-5183 or 763-1196.

Naval Hospital Camp Pendleton

COMMAND CUSTOMER RELATIONS DEPARTMENT

Telephone Number: (760) 725-1436

Location: Sixth Floor North, Room 6078

It is our privilege to care for active duty members, Retirees and their families. Because your medical care is important to us, this hospital has a Customer Relations Program available to assist you with any problems, inquiries, or special needs that you may have. All of our staff are empowered to help resolve patient care issues if able, however each of our clinics and departments has a designated Customer Relations Representative to be of assistance. You may use this service anytime by asking to see the Customer Relations Representative in the clinic, ward, or area that you are visiting. If the department representative cannot resolve your complaint, the Command Customer Relations Department staff is available to help you between the hours of 0730-1600 on normal workdays. After normal working hours, the staff at Quarterdeck is available to render assistance or answer questions.

Patient Satisfaction Surveys are available in patient care areas and at the Quarterdeck to allow for input, opinions, and recommendations. A Customer Relations Worksheet is also available on the hospital web page at www.enhcp.com. It is located under Patient Information on the left side of the front page and is sent directly to the Customer Relations Department. Your feedback helps us identify process issues and to make continued improvements to meet the needs of our patients.

PRIMARY CARE CLINICS

Family Practice Department

Appointment Line: (760) 725-1400/1394

LOCATION: First Floor

HOURS: Mon-Fri 8:00am to 9:00pm

SERVICES: Provides primary, comprehensive and continuing inpatient and outpatient health care to enrolled beneficiaries. Pediatric, Internal Medicine, Obstetrics, Gynecology and Surgical Care are primarily provided. Family Medicine also supports patients in some subspecialty areas through residency training. The department has a second major mission, which is to provide family medicine training for physicians enrolled in the Family Practice Residency Program.

Immunizations: The Family Medicine Immunization Clinic is open Monday through Friday from 8:30-11:30 and 1:00-3:30. You may call (760) 725-1451 to obtain additional information.

Internal Medicine Department

TELEPHONE NUMBER: Front desk: (760) 725-1390/7781 Apps 725-4327

LOCATION: Third Floor, Center

HOURS: Mon-Fri 8:00am-4:30pm

SERVICES: Provides inpatient and outpatient consultative services by physician referral for General Internal Medicine, Pulmonary Diseases, Cardiology, and Gastroenterology. Complete non-invasive diagnostic testing in cardiology is available. Full diagnostic pulmonary testing, including bronchoscopy and related biopsy techniques is also available. Gastroenterology offers standard endoscopic evaluation excepting Esophageal Retrograde Cholangiogram Pancreatography (ERCP).

Pediatric Department

TELEPHONE NUMBER: Telephone Consults 725-1453 Appts. 725-4327

LOCATION: First Floor

HOURS: Mon-Fri 8:00am-7:00pm

SERVICES: Provides examination, diagnosis, and treatment services for children up to 18 years of age. Appointments are available Monday through Friday. A screening nurse will evaluate children with acute illnesses before an appointment is scheduled. The screening nurse is also available to give you helpful advice over the phone prior to your arrival at the clinic. Follow-up and Well-Child Care appointments, as well as, School Physicals and Sports physicals are available. Every effort will be made to schedule follow-up appointments with the initial provider.

Immunizations: The Pediatric Immunization Clinic is open Monday through Friday from 0800-1600.

TRIWEST Outpatient Clinic

TELEPHONE NUMBER: (760) 754-0974

LOCATION: 2122 El Camino Real, Suite 100 Oceanside, CA

HOURS: Weekdays- 9:00am-6:00pm Saturdays- 8:00am to 4:30pm

SERVICES: Services include a full range of Family Practice for children, teens and adults. Childhood immunizations, well baby exams, pediatric lead screening, sports and school physicals as well as care of pediatric illnesses are available. For adolescents we offer care routine illness, sports physicals, and immunizations. Adults receive routine care and wellness care including gynecological exams, mammograms, pap tests and breast exams.

31 Area Branch Medical Clinic

TELEPHONE NUMBER: (760) 725-7135/7352

LOCATION: 31 Area Clinic

HOURS: Mon-Fri 7:30am to 4:00pm

SERVICES: Provides adult and pediatric care for acute, follow-up, and preventive care by appointment. Available to all eligible family members of active duty, retirees and family members of retirees. T and TH Women's Health: Annual Exams, Family planning, School Physicals and Immunizations.

52 Area Clinic

TELEPHONE NUMBER: (760) 725-7200/7522/7943

LOCATION: 52 Area Clinic

HOURS: Mon-Fri 7:30am to 4:00pm

SERVICES: Provides for the examination, diagnosis, treatment, and rehabilitation of various medical conditions. Open to Active duty and Dependents. Chiropractics are also available Tuesday and Thursday. Sports Clinic is available to active duty only. Provides examinations, diagnosis, treatment, and rehabilitation of various sport injuries. Phone number is 725-7029.

Ambulatory Care Clinic (ACC)

TELEPHONE NUMBER: (760) 725-5449/5440

LOCATION: First Floor

HOURS: Weekends and Holidays

SERVICES: Provides acute and primary medical care to adult and pediatric patients. Their primary function is to provide non-urgent and follow-up care to incidental medical problems. Care is available to all active duty (if BAS is closed), family members and retirees. Appointments are required.

Emergency Room (ER)

TELEPHONE NUMBER: (760)725-3258/1611 or 911

LOCATION: First Floor

HOURS: 24 Hours a Day

SERVICES: Provides examination, diagnosis and treatment of all emergency cases aboard Marine Corps Base Camp Pendleton.

Obstetrics & Gynecology Department

TELEPHONE NUMBER: (760) 725-6383

OB APPOINTMENTS: (760) 725-6383

LOCATION: First Floor

HOURS: Mon-Fri 8:00am to 4:30pm

SERVICES: Provides complete gynecologic care including contraceptive management, gynecologic surgery, infertility and evaluation of abnormal pap smears. Routine pap smears will be referred to the Primary Care Manager.

All clients (active duty and family members) testing positive for pregnancy will need to make an appointment with Prenatal Registration (725-1575). The client will need to bring positive pregnancy lab

results to the Prenatal Registration appointment. Prenatal Registration will then assign the client a nurse or doctor. Budgeting and Pre-natal registration classes are offered at this time.

SPECIALTY CLINICS AND SERVICES

Audiology Division of Otolaryngology

TELEPHONE NUMBERS: (760) 725-1644/1641

LOCATION: Fourth Floor, South

HOURS: Mon-Fri 8:00am-4:00pm

SERVICES: Focus is on the identification, assessment and re-habilitation of hearing and balance disorders. Open to all eligible beneficiaries. Hearing aids are issued to active duty personnel who require amplification to improve their communication needs. Family members of active duty personnel, who qualify, may obtain hearing aids under the TRIWEST Program for the Handicapped. Retirees who are not eligible for hearing aid services through the Veterans Administration may obtain hearing aids through the Retiree at Cost Hearing Aid Program (RACHAP) on a space available basis for TRIWEST Region 9.

Chiropractic Clinic

DIVISION OF SPORTS MEDICINE

TELEPHONE NUMBERS: (760) 725-1813

LOCATION: Third Floor South

HOURS: Mon-Fri 7:00am to 4:00pm SMART Clinic M-F 8:00am-4:00pm

SERVICES: The Chiropractic Clinic provides outpatient evaluation and treatment for non-surgical neuromusculoskeletal conditions, with primary emphasis back and neck complaints. Priority is offered to active duty personnel. Other TRIWEST PRIME enrollees are seen on a space available basis.

All patients are seen by consultation from a primary care provider only

Dental Department

TELEPHONE NUMBER: (760) 725-1200/1205

LOCATION: Ground Floor

HOURS: Mon-Fri 7:30am to 4:00pm

AVAILABLE SERVICES: Provides oral and maxillofacial surgery, preventive and general dentistry services. Prosthetic treatment is limited to those cases having teaching value to the Residency Program. Open only to active duty staff and referred personnel. Care for family members and retiree is limited to those patients that require hospitalization.

Emergency care is limited to humanitarian relief from acute pain or infections only. All patients are seen by consultation from a primary care provider only

Dermatology Department

TELEPHONE NUMBERS: (760) 725-1457/1458

LOCATION: Fifth Floor, South

HOURS: Mon-Thu 8:00am to 5:30pm Friday 8:00-4:00

SERVICES: Provides diagnostic, evaluation and treatment services for diseases of the skin. Open to active duty. Family members of active duty and retirees will be seen by appointment on a space availability basis. All clinics are by appointment only. There are no walk-in services. All patients are seen by consultation from a primary care provider only.

Ear, Nose & Throat (ENT) Clinic- Otolaryngology Department

TELEPHONE NUMBER: (760) 725-6643/6646/1480

LOCATION: Fourth Floor, South

HOURS: Mon-Fri 7:30am to 4:00pm

ENT SERVICES: Provides medical and surgical treatment for disorders of the ear, nose and throat. Open to active duty, retired personnel and family members. All patients are seen by consultation from a primary care provider only

General Surgery Clinic

TELEPHONE NUMBER: (760) 725-1356

LOCATION: Second Floor, North

HOURS: Mon-Fri 8:00am to 4:00pm

SERVICES: Provides evaluation, diagnosis and treatment for a wide array of surgical. Open to all eligible beneficiaries. All patients are seen by consultation from a primary care provider only.

Laboratory Department

TELEPHONE NUMBER: (760) 725-1490

LOCATION: First Floor

HOUR: Mon-Fri 7:00am to 4:30pm

SERVICES: The Laboratory Department provides clinical support for inpatient and outpatient care. It also provides specimen collection, testing, and reporting services for requesting physicians. Laboratory services are available to patients with properly completed laboratory test requests ordered by TRIWEST authorized providers. Requests from civilian providers will be honored for TRIWEST Prime patients with requests for testing performed in our laboratory. During duty hours, weekends and holidays, limited personal staff the Laboratory.

Library

TELEPHONE NUMBER: (760) 725-1229

LOCATION: Ground Floor

HOURS: Mon-Fri 7:00am to 3:00pm

SERVICES: The Crews Library provides newspapers, non-fiction, popular novels and magazines for authorized inpatients and Naval Hospital staff. Located on the ground floor near the Doc's Diner and Marine Corps Exchange.

Medical Library (3rd floor)

Hours: Mon-Thu 8:00am-4:30pm Fri 8:00am-4:00pm

TELEPHONE NUMBER: (760) 725-1322. Some of the services that the Medical Library offers to patients are reference services, copying services, and access to the Health Reference Center database, which is a complete health and wellness information resource. The Medical Library has a small Patient Collection, which contains books and information sheets on topics of interest to patients.

Neurology Clinic

TELEPHONE NUMBER: (760) 725-1066

LOCATION: Third Floor, Center

HOURS: Mon-Fri 7:30am to 4:00pm

SERVICES: Provides examination, diagnosis, and electroencephalogram for adult patients not requiring sedation and non-surgical treatment of patients with neurological disorders. A consultation or referral is required. Appointments will be scheduled after receipt of the consultation or referral.

Mental Health Department

TELEPHONE NUMBER: (760) 725-1555/1556

LOCATION: Seventh Floor, Center

HOURS: Mon-Fri 8:00am to 4:30pm

MENTAL HEALTH SERVICES: Provides examination, diagnosis and treatment services to patients requiring psychiatric treatment, which includes individual, group and family therapy. Staff provides examination, diagnosis and treatment services to patients requiring psychiatric treatment. TRIWEST eligible beneficiaries of all ages can receive individual, family or group treatment.

Nutrition Management Department

TELEPHONE NUMBER: (760) 725-1244

LOCATION: Third Floor

HOURS: Mon-Fri 8:00am to 4:00pm

SERVICES: Plans and provides meals for eligible inpatients and staff personnel. Supports medical staff and outpatients by providing nutrition counseling and educational programs. Open to all active duty, family members and retired personnel. All patients are seen by consultation from a primary care provider only.

Occupational Health Unit

TELEPHONE NUMBER: (760) 725-1048/1626

LOCATION: Fifth Floor, North HOURS: Mon-Fri 7:30am to 4:00pm

SERVICES: Provides examinations and treatment of work-related injuries and illnesses for Federal civilian employees and active duty staff personnel. Provides work-related immunizations, health education health screening, worksite visits and a variety of other related services. Same-day worker injury care is also available. Emergencies after-hours or on weekends will be treated at the Naval Hospital Emergency Room. Civilian employees must have an Occupational Health Permit to be seen for evaluation and treatment.

Ophthalmology Department

TELEPHONE NUMBER: (760) 725-1478/6642

LOCATION: First Floor

HOURS: Mon-Fri 8:00am to 4:00pm

SERVICES: Provides examination, diagnosis and treatment services for patients with diseases, injuries and disorders of the eye. Provides corrective lenses and prisms for ophthalmologic defects. Routine Eye exam are done at 13 Area Medical Clinic. Open to all eligible beneficiaries. All patients are seen by consultation from a primary care provider only.

Optometry Clinic

TELEPHONE NUMBER: (760) 725-8494

LOCATION: 13 Area Branch Medical Clinic, BLDG. 13129

HOURS: Mon-Fri 7:30am to 4:00pm

SERVICES: Provides eye examination for active duty members and eligible DOD beneficiaries. Frame of Choice glasses for active duty personnel may be ordered at time of service. Additional field eyewear may be ordered by their respective aid station or branch clinic. Glasses for retirees may be ordered once per year provided they have a prescription that is less than one year old. Dependents will receive a copy of their optical prescription at the time of service. For appointments please call Central Appointments at 725-4327 Note: Please bring your health record and eyewear with you on the day of examination.

Orthopedic Department

TELEPHONE NUMBER: (760) 725-1619

LOCATION: First Floor

HOURS: Mon-Fri 7:30am to 4:00pm

SERVICES: Provides subspecialty care leading to diagnosis and treatment plans for patients with injuries and diseases of the musculoskeletal system. Treatment plans include casting, orthotics and other orthopedic appliances, surgical intervention, and rehabilitation, necessary to restore or improve musculoskeletal function. All patients are seen by consultation from a primary care provider only

Patient Administration Department

TELEPHONE NUMBER: (760) 725-1295

LOCATION: First Floor

HOURS: Mon-Fri 8:00am to 4:00pm

SERVICES: Provides general patient administrative support services to include admissions, dependent affairs, eligibility, MEDEVACS, Overseas Screening Coordination, Temporary Disability, Decedent Affairs, Retired List (TDRL) administration support, state disability claims forms, medical boards, third party liability claims, and inpatient/outpatient records requests. State disability claims processing and return-to-work physicals will only be processed for those receiving their initial treatment at this facility. Admissions Office provides assistance after-hours on weekends and on holidays.

Subspecialty Appointments Examples: Pediatric Neurologist, Pulmonologist, Cardiologist, Endocrinologist, etc. These appointments are available only with a consult from your primary health care provider.

Pharmacy Department

TELEPHONE NUMBER: 1-866-286-8249 Local 725-1147

LOCATION: First Floor

HOURS: Mon-Fri 7:00am to 6:00pm Sat 8:00am to 3:00pm

PHARMACY SERVICES: The Pharmacy is closed Sundays and holidays. The patient's military ID card is required. Active Duty personal in uniform has head of the line privileges.

Pacific Plaza Pharmacy

TELEPHONE NUMBER: 1-866-286-8249 Local 725-3444

LOCATION: Commissary Shopping Center

HOURS: Tue-Sat 9:00am to 6:00pm

SERVICES: All prescriptions can be filled. The patient's military ID card is required.

REFILLS: All refills must be requested by calling the 24-hour recorder at (877) 536-4388. Refillable prescriptions are called into the above number and directions are provided to process refills. Prescriptions called in will be ready after 48 hours during normal working hours.

Physical Therapy Department

TELEPHONE NUMBER: (760) 725-1349

LOCATION: First Floor

HOURS: Mon-Fri 7:30am to 4:30pm

SERVICES: Provides examination, testing and treatment services to patients requiring rehabilitative and therapeutic interventions to improve function of the neuro-muscular-skeletal system. Open to active duty and TRIWEST eligible beneficiaries on a case-by-case basis. Patients must wear appropriate gym attire for the initial and follow-up appointments. Patient should bring medical records and x-rays to the appointment. All patients are seen by consultation from a primary care provider only. 52 area clinic 725-7029

Podiatry Clinic

TELEPHONE NUMBER: (760) 725-1619

FOLLOW UP APPOINTMENTS: (760) 725-1370/1690

LOCATION: First Floor

HOURS: Mon-Fri 7:30am to 4:00pm

SERVICES: Provides examination, diagnosis and treatment services for patients with foot disorders. Open to all eligible beneficiaries. Family members and retirees are seen on a space available basis. All patients are seen by consultation from a primary care provider only.

Radiology Department

TELEPHONE NUMBER: Appointments: (760)725-1330/1333

Nuclear Medicine: (760)725-1218/1219

LOCATIONS: Radiology First Floor

HOURS: Mon-Fri 8:00am to 4:00pm

SERVICES: Open to all eligible beneficiaries, provides diagnostic imaging and interpretation services to support the needs of the inpatient, outpatient clinics within the Naval Hospital Camp Pendleton. (For Nuclear Medicine services please refer to "Nuclear Medicine Division" section in this guide).

Radiographs may be checked out to civilian facilities with a written request from the physician and the patient's signed release.

APPOINTMENTS: Routine requests for x-rays do not require an appointment. Special studies such as ultrasound, CT Scan, fluoroscopy and MRI procedures require an appointment. You may schedule all radiology procedures through the Radiology Reception Desk in person or by calling (760) 725-1329/30/33.

Red Cross

TELEPHONE NUMBER: (760) 725-3303

LOCATION: First Floor Room 1303

HOURS: Mon-Thurs 9:00am to 4:00pm

SERVICES: Provides emergency communications to service members and their families. Regularly offers health and safety courses. Provides volunteer assistance and opportunities throughout the hospital. The Red Cross also provides referrals to other military and civilian organizations. Assistance is available outside these hours by calling 1-800-951-5600.

Same Day Surgery

TELEPHONE NUMBER: (760) 725-1625/1133

LOCATION: Second Floor, North

HOURS: Mon-Fri 6:00am to 6:30pm

Pre-Op 8:00am to 5:00pm

SERVICES: The mission of the Ambulatory Procedure Unit is to provide care to patients who undergo surgical procedures which do not require an overnight stay. The Ambulatory Procedure Unit also provides monitoring of patients who have undergone sedation for specified endoscopic clinic procedures. Open to all eligible beneficiaries. All patients are seen by consultation from a primary care provider only.

Sports_Medicine Department

TELEPHONE NUMBER: (760) 725-1619

LOCATION: First Floor North

HOURS: Mon-Fri 7:30am to 6:00pm

SERVICES: Provides examination, diagnosis, treatment, and rehabilitation of musculoskeletal problems. Sports Medicine will screen cases requiring possible orthopedic surgery. Open to all eligible beneficiaries. A consultation is required to schedule an appointment.

Urology Department

TELEPHONE NUMBER: (760) 725-1332/1335

LOCATION: First Floor.

HOURS: Mon-Fri 7:30am to 4:00pm

SERVICES: Provides examination, diagnosis, and treatment services for patients with genitourinary conditions. Provides preoperative and postoperative care to urological surgery patients. Open to all eligible beneficiaries. All patients are seen by consultation from a primary care provider only.

Pastoral Care Department/ Command Chaplain

TELEPHONE: 760-725-1382

OFFICE LOCATIONS: Rooms G081, G082, G083, G084, G085, and G148

DEPARTMENT OPERATING HOURS: Monday -Friday 0700-1700

ALL FAITHS MEMORIAL CHAPEL: Room G091

BLESSED SACRAMENT CHAPEL: Room G090

CHAPEL SERVICES: Wednesday & Friday Catholic Mass, 1130

Sunday Catholic Mass, 0900

Our chaplains offer the following for all staff members of NHCP and our on and off base clinics:

Pastoral Counseling for Pre-Marriage, Pre-Baptism, Grief, Marital, Family, Spiritual, Hardship Discharges, and Career Decisions. Visitations daily for pre-surgery patients as well as inpatients. Our RPs also deliver Baby's First Scriptures to new moms and babies in Post-Partum, Private or Group prayer times, bible studies and many outreach programs and volunteer opportunities on base and in the local communities.

Helpful Numbers

Airline Tickets (SATO).....	725-4396
American Red Cross	725-3304
24 hour ARC	1-800-951-5600
Animal Shelter	725-8120
Arts & Crafts Center	725-4880
Base Chaplin	725-4700
Base Housing Office	725-5995
Base Information	725-4111
Base Legal	725-6172
Base Stables	725-5094
Base Theater	725-9217
Base Volunteer Prgm	725-3856
Bowling Center	725-5945
Bus Service (NCTD).....	1-800-266-6883
Car Rental (Enterprise)	725-6997
Career Focus	725-4737/9481
Child Abuse Hot Line	1-800-344-6000
Child Care Referral	725-9723
Child Development Centers:	
Browne	725-2817
Courteau	725-5113
Fisher Center	725-0845
San Luis Rey	725-6577
San Onofre	725-7311
Stuart Mesa	725-9954
Commissary:	
Mainside	725-4012
San Onofre	725-7903
Credit Union (Pacific)	725-4491
Credit Union (Navy Fed)	454-3136
CREDO	725-4954
CSS	725-3400
DEERS Enrollment	725-2768
Domestic Violence Unit	725-0928
Enlisted Wives Club	899-5225
Exceptional Family Prg	725-5363
Exchange (Main)	725-6233
Family Literacy Foundation	
United Through Reading	858-481-7323
Financial Management	725-6098
Golf Course	725-4390
Hospital Information	725-1288
Household Effects	725-3094
Counseling Services	725-9051
ITT Tickets:	
Mainside	725-5864
Del Mar	725-2218
San Onofre	725-7094

Joint Education Ctr	725-6662
Library:	
Mainside	725-KNOW
San Onofre	725-7325
South Mesa	725-2032
Prevention Education	725-6636
MCFTB:	
Main Office	725-9052
Deployment Readiness	763-1337
Key Volunteer Trainer	725-6637
L.I.N.K.S.	725-2335
Military Outreach Ministries	
Northern Region	908-7043
Central Region	(858) 688-5015
Southern Region	(619) 843-1835
Military Police	725-3888
Navy Relief:	
Mainside	725-5337
San Onofre	949-492-1082
New Parent Support	725-3884
Pass & I.D. Cards	725-2124
Poison Control	1-800-876-4766
Post Office Main	725-5183
PREP	725-2335
Recreation Equipment	725-5296
Religious Development Ctr	725-4700
Relocation Assistance	725-5704
San Diego Crisis Center	1-800-479-3339
Social Security	1-800-772-1213
Thrift Shop	725-1800
Together We Grow	1-888-593-4769
Transition Assistance	725-6324
TriWest	1-888-874-9378
Benefits Advisor	725-1262
Health Library	1-888-688-4019
United Concordia	1-800-866-8499
Vehicle Registration	725-2106
Veterinary	725-3439
Ward Lodge	725-5304
Western Union	1-800-325-6000
WIC	1-800-500-6411/433-3814
YMCA Armed Service	385-4921

*The I MEF has established a toll free information line to allow friends and family members access current information regarding the I MEF, I MHG, 1st MAR DIV, 3rd MAW, 1st FSSG, 11th MEU, 13th MEU, and 15th MEU.
 Caller Access: Dial 1-866-676-0662

Web Sites

And other information resources for military families

www.usmc.mil- Headquarters United States Marine Corps
www.marforres.usmc.mil- Marine Forces Reserve
www.navy.mil- Navy Web Site
www.militarycity.com- Marine Corps/Navy/Army/Air Force Times
<http://www.dmdc.osd.mil/>- DOD site- Military Base Sites Packages
<http://www.mfrdodgol.org/progman.cfm#prog>- Online Military Resource Center
www.lifelines.navy.mil- Military Information- Deployment Information
<http://mobcom.mfr.usmc.mil/MOBCOM.asp>- Marine Corps Reserve Support Command
http://www.afcrossroads.com/famseparation/return_menu.cfm- Deployment, Return & Reunion
www.enlistedwivesclub.com- Enlisted Wives Club
www.camppendletonowc.org- Officers Wives Club

Spouse Web Sites

www.militaryonesource.com- MILITARY ONESOURCE for Military Families (800) 342-9647
User id: military
Password: onesource
www.marinewives.com- Marine Spouses Web Site
www.cinchouse.com- Operation Home Front (866) 424-5210

MEU Web Sites

<http://www.usmc.mil/13thMEU>- 13th MEU Home Page
www.usmc.mil/11thMEU- 11th MEU Home Page
www.usmc.mil/15thMEU- 15th MEU Home Page
www.31meu.usmc.mil- 31st MEU Home Page

Camp Pendleton Web Sites

www.cpp.usmc.mil- Camp Pendleton Base Web Site
www.mccscamppendleton.com- Marine Corps Community Services Camp Pendleton
www.enhcp.com- Naval Hospital Camp Pendleton- e-appointment and other information

Web Sites about craft ideas and talking to your children about war and stress

<http://www.mfrc.calib.com/healthyparenting/>
www.militarychild.org- Military Child Education Coalition
<http://www.mothers-home.com>- Children's Activity Cupboard/Trash to Treasure Crafts
<http://family.go.com/crafts>- Craft and children's activities
www.orientaltrading.com- Inexpensive craft/party items
<http://parentingbookmark.com/pages/ND01.htm>- Understanding children's reaction to war
www.ncccv.org- Talking to your child about war
<http://www.state.oh.us/cdr/schools/trauma/tentips.htm>- Talking to children about terrorism

Other Helpful Web Sites

<http://www.usmc-mccs.org/>- Marine Corps Community Services HQMC
<https://mypay.dfas.mil/mypay.asp>- MY PAY
<http://www.triwest.com>- Military Health Insurance
www.redcross.org- American Red Cross
www.commissaries.com- Decca Commissary Site
www.marineparents.com- For parents of Marines
<http://www.marinemomsonline.net>- For Parents of Marines
<http://www.militarymoms.net>- For Parents of Marines
<http://www.tuntavern.com>- History & Military References

Phone Numbers

And other information resources for military families

The I MEF has established a toll free information line to allow friends and family members access current information regarding the I MEF Commands' Messages

Caller Access: Dial 1-866-676-0662

I MEF press 1	3rd MAW press 4	13th MEU press 7
I MHG press 2	1st FSSG press 5	15th MEU press 8
1st MARDIV press 3	11th MEU press 6	1st MARDIV units press 9

If callers know the number of the mailbox they want, they DO NOT need to listen to the entire menu, just press the correct mailbox number.

Chaplain's Corner

MCB Camp Pendleton Staff Duty Chaplain (760) 725-5617/5618

I MEF Chaplain (760) 725-9032

I MHG Chaplain (760) 725-6960

MCB Camp Pendleton Command Chaplain (760) 725-4700

MAG 39 Chaplain (760) 725-8180

1ST FSSG Chaplain (760) 725-6377

1st Marine Division Chaplain (760) 725-5836

<http://www.chaplaincare.navy.mil/index.htm> - Ministry/ Chaplain's Links/ Information

Marine Corps Community Services Forums

New online discussion groups:

- KVN
- LINKS
- Semper Fit
- All Marine Running Program
- Single Marine Program
- Spouses Leadership Seminar

Log on and register today at:

<http://www.usmc-mccs.org/mcftb/index.cfm>

Marine Corps Family Team Building – Points of Contact

Rebekah Duda –Director – rebekah.duda@usmc.mil

Deborah Smith-Porter - Deployment & Readiness – deborah.smith-porter@usmc.mil

Marianne Espinoza – Key Volunteer Trainer – marianne.espinoza.ctr@usmc.mil

Kristy Harris - Administrative Assistant – kristy.harris@usmc.mil

Tiffany Severson – L.I.N.K.S. Assistant – tiffany.severson@usmc.mil

Director/Admin 760-725-9052 KVN Trainer 760-725-6637 L.I.N.K.S 760-725-2335

Deployment & Readiness 760-763-1337 CREDO 760-725-4954

Emergency Data Sheets

Emergency Data Sheets may be used by some commands or by your family as a tool to be utilized if an emergency occurs. While every unit may have a slightly different format, we have included this sample to familiarize your family with the information the unit may request or that you may want to have on hand. For families who may wish to guard their personal information, the form can be a valuable tool during both non-deploying and deploying times. Because of the important information it contains, these forms should be kept in a safe place.

EMERGENCY DATA FORM		TODAY'S DATE:
Your Name:		Home Phone:
Address:		
City, State, Zip:		
Your Employer:		
Employer's Address:		
Employer's City, State, Zip:		
Work Phone #:	Work Days:	Work Hours:
Volunteer organizations you work with, their phone numbers and the days/hours you volunteer:		
CHILDREN		
Name:	DOB:	School:
Name:	DOB:	School:
Name:	DOB:	School:
Name:	DOB:	School:
Who is authorized to pick up your children?		
Name:		Phone:
Address:		
Do they have power of attorney if your child needs medical treatment? YES NO		
Sitter's Name:		Phone:
Doctor's Name:		Phone:
Spouse's Name/ Rank:		
Specific office/ workplace:		SSN:

In Case Of Emergency Involving Your Spouse

Name of a friend or relative you would like with you:

Name:

Phone:

Name of a Clergyman you would like with you:

Do you want your parents notified? Yes No

By Whom:

In order of preference, please list local friends you would like notified.

Would you want these people notified, personally? Yes No

Name #1:

Phone:

Address:

Name #2:

Phone:

Address:

Name #3:

Phone:

Address:

In case of an emergency involving your spouse, please give us any information you think might be relevant.

In order of preference, who should care for your children? (If name, address and phone number were not listed earlier in this form, please include this information. Also, please indicate if these people have power of attorney for medical treatment.)

Are these people aware you have given their names to care for your children? yes: no:

Do you have any pets that need to be cared for if something were to happen to you or your spouse? Yes No

Pet's name:

Please indicate who you would like to care for your pet.

Name:

Phone:

Address:

Special Instructions:

Is the pet on any medications? No Yes If yes, give details:

I give my permission allowing the Key Volunteer Coordinator or the Key Volunteer Advisor to utilize this information should an emergency occur involving my spouse or involving myself when my spouse is away.

Signature:

Date:

YOUR PARENTS OR CLOSEST RELATIVE	
Name #1:	Relationship:
Address:	Home phone:
City, State, Zip	Work phone:
Name #2:	Relationship:
Address:	Home phone:
City, State, Zip	Work phone:
SPOUSE'S PARENTS OR CLOSEST RELATIVE	
Name #1:	Relationship:
Address:	Home phone:
City, State, Zip	Work phone
Name #2:	Relationship:
Address:	Home phone:
City, State, Zip	Work phone:
FRIEND IN AREA WHO KNOWS YOUR DAILY ROUTINE	
Name:	Phone:
Address:	
City, State, Zip:	
ADDITIONAL INFORMATION	
Special needs, health problems involving you, your spouse or your children, allergies, pregnant, etc.	
DIRECTIONS TO HOUSE	
Provide clear directions to your house so someone can get there in case of an emergency	

Family Care Plan for Children

The purpose of this package is to provide information to military families so they may create a Family Care Plan for their children. All families with children are encouraged to prepare a Family Care Plan for the care of their children.

Why does my family need a Care of Children Plan?

Unforeseen circumstances may require your friends or family to be able to make care-based decisions on your part as parent. These circumstances are not only associated with deployments or being a single parent, but come up in everyday life. Preparation of a Care Plan can make the difference between a crisis and an organized response to difficult situations.

What is a Power of Attorney for Care of Children?

A Power of Attorney for Care of Children allows someone to stand in for you and authorize medical care for your children, deal with school issues, etc. When a spouse is deployed, it is a good idea for the spouse who is home with the children to have a Power of Attorney for Care of Children naming someone in the local area to act in their place in case of an emergency. If the parent must leave the children with someone while they travel or if they are somehow unable to make decisions and act as a parent for the child, the person named would be able to step in and care for the child. Parents may want to have a Power of Attorney for someone local and also for a relative or someone who may not be close by, but who would come to care for the children in an emergency.

The Marine Corps requires that single parents with custody of children and dual active duty parents have a Power of Attorney for Care of Children as part of a family care plan. **A Power of Attorney for Care of Children does not transfer legal custody of the children to another party.** Any custodial parent giving children to someone other than the non-custodial parent for a deployment period with a Power of Attorney of Family Care Plan should make a visit to Legal Assistance to consult with an attorney.

In order to get a Power of Attorney for Care of Children, visit Legal Assistance, Bldg. 22161 between 0800-1100 and 1300-1500 Monday through Thursday or 0800-1100 Friday. You will be asked to pick up a blank form, fill it out, and have it notarized. You may also visit a class on Mondays, Tuesdays, and Wednesdays at 1300 where a representative from Legal will explain and notarize these Powers of Attorney, along with General and Special Powers of Attorney, and California Statutory Wills.

Suggested Use of Forms included in this Package:

Emergency Contact Information Sheet

To assist your designated emergency point of contact, please attach a completed Emergency Contact Sheet to each Power of Attorney for the Care of Children. Providing your child's personal information to the designated provider will assist in the quality care of your children. The Emergency Information Sheet should be updated when changes occur, or when renewing your POA.

Emergency Contact Card

It is very important to have an emergency contact card in your wallet, in the glove compartment of your vehicle, in your gym bag, diaper bag or on the refrigerator. During an emergency situation the information that is provided on an emergency contact card will assist medical and emergency personnel in arranging care for you or your children.

Consider this example:

You are an athlete that regularly jogs, bicycles, plays tennis or golf, or goes to the gym. One ***In Case of EMERGENCY*** Notification Card in your gym bag, or your golf bag will help ensure that medical and emergency personnel will have access to the information when necessary.

For your children: With your emergency contact information on a card for your children, you can hand it to a relative or babysitter temporarily caring for your children.

Exceptional Family Member (EFMP) Emergency Responder Form

EFMP families who live aboard Camp Pendleton and have family members with extreme medical or developmental needs should use this emergency responder form. This is a voluntary program to assist the Provost Marshal's Office (PMO), Fire Dept and Emergency Medical Services (EMS) with a family member needing advanced life support or other high level needs during an emergency.

The form is faxed to the PMO fax number listed on the form (760) 725- 9702 and to the EFMP coordinator at (760) 763-0868.

Initial registration for Children, Youth, and Teens Programs (childcare) requires the military sponsor's signature. When the Marine or Sailor is unavailable to sign the required documents, the spouse may sign the documents by presenting a notarized General Power of Attorney.

Camp Pendleton Emergency Responder Special Needs Registration Sheet

I, _____, authorize the release of the following information to the base emergency staff to be used to identify and assist my family member during a disaster or emergency event. I understand that it is my responsibility to update this information as changes in address or family member's condition occur.

Please Print

Signature: _____ Date: _____

Sponsor Name: _____

Duty Unit: _____ SSN: _____

Housing Area: _____ Address: _____

Name of Person Requiring Assistance: _____

Date of Birth: _____ Gender: _____

Work phone(s): _____ Home Phone _____

Cell Phone: _____ Out of State # : _____

Primary Language spoken in the home is: _____

Nature of Special Need: **check all that apply**

<input type="checkbox"/> Seizures	<input type="checkbox"/> Cardiac
<input type="checkbox"/> Non Verbal	<input type="checkbox"/> Hearing Impairment
<input type="checkbox"/> Physically Disabled	<input type="checkbox"/> Developmentally Disabled
<input type="checkbox"/> Visual Impairment/Blind	<input type="checkbox"/> Other (describe below)

Special Equipment used by the family member:

<input type="checkbox"/> Lift Van	<input type="checkbox"/> Wheelchair
<input type="checkbox"/> Breathing Equipment	<input type="checkbox"/> Walker
<input type="checkbox"/> Oxygen	<input type="checkbox"/> Other:
<input type="checkbox"/> Guide /Service Dog	

**How many hours of battery back up available for your equipment? # _____ hours

Email form TO: SGT Dowell PMO OR Fax form to:

(760) 725-9702

Attn: Sgt Dowell PMO

Dispatch Coordinator

Do not write below- for PMO staff only.

Date Submitted: _____ Received

Emergency Contact Cards

Emergency Contact Card

My Name _____
Spouse Name _____
Spouse's Unit _____
Home Phone # _____
My Cell # _____
Spouse Work # _____
Spouse Cell # _____

Other Local Emergency Contact

Name _____
Phone Number _____
Cell Phone # _____

Emergency Contact Card

My Name _____
Spouse Name _____
Spouse's Unit _____
Home Phone # _____
My Cell # _____
Spouse Work # _____
Spouse Cell # _____

Other Local Emergency Contact

Name _____
Phone Number _____
Cell Phone # _____

Children's Emergency Information

CHILDREN'S EMERGENCY INFORMATION		
Child's Name	Age:	Phone:
School/ Daycare Name:		
Allergies:		
Special Needs:		
Local Emergency Care Provider with POA:		
Phone:	Cell Phone:	
Long Term Emergency Care Provider with POA:		
Phone:	Cell Phone:	
Local Emergency Care Provider with POA:		
Phone:	Cell Phone:	

CHILDREN'S EMERGENCY INFORMATION		
Child's Name	Age:	Phone:
School/ Daycare Name:		
Allergies:		
Special Needs:		
Local Emergency Care Provider with POA:		
Phone:	Cell Phone:	
Long Term Emergency Care Provider with POA:		
Phone:	Cell Phone:	
Local Emergency Care Provider with POA:		
Phone:	Cell Phone:	

Power of Attorney for Care of Children

PREAMBLE: This is a MILITARY POWER OF ATTORNEY prepared pursuant to Title 10, United States Code, Section 1044b and executed by a person authorized to receive legal assistance from the military services. Federal law exempts this power of attorney from any requirement of form, substance, formality, or recording that is prescribed for powers of attorney by the laws of a state, the District of Columbia, or a territory, commonwealth, or possession of the United States. Federal law specifies that this power of attorney shall be given the same legal effect as a power of attorney prepared and executed in accordance with the laws of the jurisdiction where it is presented.

KNOW ALL PERSONS BY THESE PRESENTS:

I, _____
Social Security Number _____ currently residing at _____
the parent of the following minor children _____
do hereby state that if it is necessary, to leave said child in the _____ of _____ (Name of Agent)
from _____, 20 _____ until _____, 20 _____ the said agent shall have
my full permission and consent:

To give consent for emergency medical treatment needed by said children in the event that I cannot be immediately reached at the time of the emergency. The determination of the need for such care may be made by my agent.

To authorize all necessary medical treatment, including surgery or hospitalization for said children while within the care of said my agent. Further, my agent is authorized to take any and all other necessary actions to provide for the safety, education and welfare of said children, including the taking of all steps necessary for enrollment in a public school, the signing of all documents in connection with the care, maintenance, medical treatment, education, and activities of said children.

To perform any and all parental duties for all intents and purposes as I might or could if personally present, to include but not limited to discipline, maintenance, supervision, arbitration of disputes, enrollment in school, sports, and other activities, and consent to any and all medical care and treatment necessary and appropriate for the general health and welfare of said children.

To act as guardian of the custody and control of said children to do all acts and authorize all things he deems necessary to provide for the care, maintenance, control, and custody of said children.

To act as guardian and in the name, place, and stead in all particulars for the purposes of providing care, for obtaining food, shelter, clothing, education, and medical care for said children.

Said guardian shall not be required to post bond or any security for the faithful performance of duties.

Said guardian shall be the guardian or administrator of the estate of said children, or of any assets which said children may acquire or inherit.

Said guardian is further authorized to consent to medical and dental care and treatment for said children in medical facilities of the United States Government or other facilities, or in a physician's office, including but not limited to inpatient and outpatient care, hospitalization, emergency treatment, ordinary treatment, surgery, anesthetics and any and all other medical or dental care or treatment that may be necessary or desirable for the well-being of said children, as determined by said guardian.

GIVING AND GRANTING unto my Guardian and Attorney-in-Fact full power and authority to do and perform every act, deed, matter and thing necessary, desirable or expedient to accomplish the foregoing specified purposes, including the execution of all documents, as fully to all intents and purposes as I might or could do if personally present.

I hereby ratify all that my attorney-in-fact shall lawfully do or cause to be done by this document.

I hereby give and grant unto my attorney-in-fact full power and authority to do and perform each and every act and matter concerning the subject of this document as fully and effectually to all intents and purposes as I could do legally if I were present.

I hereby authorize my attorney-in-fact to indemnify and hold harmless any third party from all claims and acts under or in accordance with this power of attorney.

I intend for this to be a DURABLE Power of Attorney. This Power of Attorney will continue to be effective if I become disabled, incapacitated, or incompetent.

This Power of Attorney shall become effective when I sign and execute it. Unless sooner revoked or terminated by me, this Power of Attorney shall become null and void on _____ (expiration date).

IN WITNESS WHEREOF, I sign this Power of Attorney at Camp Pendleton, California on _____ (today's date).

Signature of Grantor

NOTARY PUBLIC STATEMENT

With the United States Armed Forces

On this the _____ day of _____, 20____, before the undersigned officer, personally appeared _____, satisfactorily proven to be (a) serving in or retired from the Armed Forces of the United States, or (b) a lawful dependent of a person serving in or retired from the Armed Forces of the United States, or (c) a person serving with, employed by, or accompanying the Armed Forces of the United States outside the United States and outside the Canal Zone, Puerto Rico, Guam, and the Virgin Islands, and to be the person whose name is subscribed to the within instrument and acknowledged that he or she executed the same. And the undersigned does further certify that _____ is a _____ of this certificate an officer of the Armed Forces of the United States having the general power of a notary public under the provisions of Section 936 or 1044a of Title 10 of the United States Code (Public Law 90-632 and 101-510).

AUTHORIZED TO ACT AS A NOTARY PUBLIC UNDER THE PROVISIONS OF SECTION 1044a OF TITLE 10 OF THE UNITED STATES CODE AND SECTION 1183.5 OF THE CALIFORNIA CIVIL CODE. NO SEAL REQUIRED BY LAW.

Signature of Notary

Name of Officer and Position:
Grade and Branch of Service:
Command or Organization: